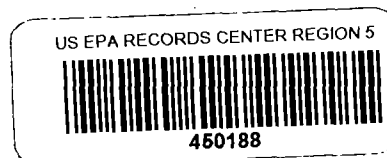


Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 11/12/00



Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
No Mercury Visible	1,712	3,222	48,912	53,846
Can't Get In	2,558	4,900	76,619	84,077
Instrument Inspection:				
Instrument Clear	4,143	5,825	48,068	58,036
Instrument Positive	237	144	426	807
Can't Get In	757	530	3,651	4,938
Mercury Clean-Up:				
Not Scheduled	5	2	23	30
Scheduled	11	11	64	86
In Progress	59	31	126	216
Cleaned	49	48	127	224
Cleaned & Clear	113	52	86	251
No Mercury Screening Needed:				
Refused Entry	89	66	1,926	2,081
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,642	5,427	75,771	86,840
Total Homes Visited	15,138	20,114	255,373	290,625
Customer Calls Answered in Call Center				122,196

* Not Yet Included

Customer Responsiveness Report - Attorney General
For the Week Ended 11/12/00

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	9,877	11,328	109,245	130,450
Orders Scheduled				
Visual Inspection	4,550	3,842	25,997	34,389
Instrument Inspection	1,832	4,214	53,100	59,146
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.3%	98.4%	98.8%	98.7%
Field Inspections Can't Get In (CGI):				
Inspection Attempted	8,045	11,972	140,315	160,332
Inbound Calls from CGI	3,611	5,984	53,692	63,287
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	95.7%	97.5%	95.5%	95.7%
Mercury Clean-Up:				
Positive Mercury	237	144	426	807
Average Days Between Positive Mercury & Cleaning Starts	5	3	3	4
Average Days Between Nicor Cleaned & IDPH Letter	17	20	17	17

Industrial Site Cleanups

Calumet Steel 317 E. 11th St. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.
Central Blacktop 6301 S. East St. Hodgkins	Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.
Crosfield Chemical 101 Ingalls Ave. Joliet	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Dolton Aluminum 14201 Cottage Grove Dolton	Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.
Ford Motor 1000 E. Lincoln Hwy. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.
Good Samaritan Hospital 3815 Highland Ave. Downers Grove	Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.
Kimbal Glass 1131 Arnold Chicago Heights	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.
Kropp Forge S. 54th Ave. Cicero	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Lutheran General Hospital 1775 Dempster Park Ridge	Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.
Peltier Glass 518 De Leon St. Ottawa	Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. IEPA inspection is pending.
Rohm & Haas 300 State St. Chicago Heights	Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m ³ . Complete.
St. Andrews Nursing Home 7000 N. Newark Niles	Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m ³ . Complete.

Silbrico
6300 River Road
Hodgkins

Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m³. Complete.

N0012464

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 11/19/00

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
No Mercury Visible	1,188	2,288	36,696	40,172
Can't Get In	2,421	4,618	71,760	78,799
Instrument Inspection:				
Instrument Clear	4,576	6,541	58,898	70,015
Instrument Positive	243	152	458	853
Can't Get In	945	952	9,430	11,327
Mercury Clean-Up:				
Not Scheduled	5	3	23	31
Scheduled	13	12	72	97
In Progress	56	29	127	212
Cleaned	41	41	112	194
Cleaned & Clear	128	67	124	319
No Mercury Screening Needed:				
Refused Entry	122	104	2,334	2,560
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,644	5,460	77,195	88,299
Total Homes Visited	15,139	20,115	256,771	292,025
Customer Calls Answered in Call Center				127,900

* Not Yet Included

N0014395

Customer Responsiveness Report - Attorney General
For the Week Ended 11/19/00

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	10,241	11,888	118,627	140,756
Orders Scheduled				
Visual Inspection	4,571	3,863	26,820	35,254
Instrument Inspection	2,033	4,563	59,666	66,262
Average Days Between Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	98.3%	98.4%	98.9%	98.8%
Field Inspections Can't Get In (CGI):				
Inspection Attempted	8,456	12,656	150,037	171,149
Inbound Calls from CGI	3,913	6,428	61,120	71,461
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.9%	98.7%	97.6%	97.7%
Mercury Clean-Up:				
Positive Mercury	243	152	458	853
Average Days Between Positive Mercury & Cleaning Starts	5	3	4	4
Average Days Between Nicor Cleaned & IDPH Letter	18	20	18	18

Industrial Site Cleanups

Calumet Steel 317 E. 11th St. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.
Central Blacktop 6301 S. East St. Hodgkins	Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.
Crosfield Chemical 101 Ingalls Ave. Joliet	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Dolton Aluminum 14201 Cottage Grove Dolton	Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.
Ford Motor 1000 E. Lincoln Hwy. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.
Good Samaritan Hospital 3815 Highland Ave. Downers Grove	Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.
Kimbal Glass 1131 Arnold Chicago Heights	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.
Kropp Forge S. 54th Ave. Cicero	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Lutheran General Hospital 1775 Dempster Park Ridge	Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.
Peltier Glass 518 De Leon St. Ottawa	Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. IEPA inspection is pending.
Rohm & Haas 300 State St. Chicago Heights	Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m ³ . Complete.
St. Andrews Nursing Home 7000 N. Newark Niles	Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m ³ . Complete.

Silbrico
6300 River Road
Hodgkins

Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m³. Complete.

N0014394

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 11/26/00

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
No Mercury Visible	978	1,754	28,520	31,252
Can't Get In	2,326	4,432	68,532	75,290
Instrument Inspection:				
Instrument Clear	4,819	7,048	66,750	78,617
Instrument Positive	246	153	469	868
Can't Get In	995	1,127	12,634	14,756
Mercury Clean-Up:				
Not Scheduled	6	2	25	33
Scheduled	11	13	66	90
In Progress	52	25	115	192
Cleaned	40	34	96	170
Cleaned & Clear	137	79	167	383
No Mercury Screening Needed:				
Refused Entry	113	105	2,267	2,485
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,662	5,496	77,768	88,926
Total Homes Visited	15,139	20,115	256,940	292,194
Customer Calls Answered in Call Center				134,498

* Not Yet Included

N0015236

**Customer Responsiveness Report - Attorney General
For the Week Ended 11/26/00**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	10,568	12,337	124,496	147,401
Orders Scheduled				
Visual Inspection	4,613	3,894	27,702	36,209
Instrument Inspection	2,235	4,891	64,262	71,388
Average Days Between Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	98.3%	98.4%	98.9%	98.8%
Field Inspections Can't Get In (CGI):				
Inspection Attempted	8,607	12,977	155,922	177,506
Inbound Calls from CGI	4,138	6,772	65,574	76,484
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.9%	98.6%	97.2%	97.4%
Mercury Clean-Up:				
Positive Mercury	246	153	469	868
Average Days Between Positive Mercury & Cleaning Starts	4	3	4	4
Average Days Between Nicor Cleaned & IDPH Letter	19	20	19	19

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 12/03/00

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
No Mercury Visible	844	1,405	20,643	22,892
Can't Get In	2,082	4,052	62,285	68,419
Instrument Inspection:				
Instrument Clear	5,147	7,539	75,301	87,987
Instrument Positive	250	156	506	912
Can't Get In	1,074	1,328	17,434	19,836
Mercury Clean-Up:				
Not Scheduled	5	4	29	38
Scheduled	11	7	65	83
In Progress	46	21	106	173
Cleaned	40	31	95	166
Cleaned & Clear	148	93	211	452
No Mercury Screening Needed:				
Refused Entry	99	96	2,113	2,308
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,643	5,539	78,941	90,123
Total Homes Visited	15,139	20,115	257,223	292,477
Customer Calls Answered in Call Center				146,705

* Not Yet Included

BY

N0016200

Industrial Site Cleanups

Calumet Steel
317 E. 11th St.
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.

Central Blacktop
6301 S. East St.
Hodgkins

Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.

Crosfield Chemical
101 Ingalls Ave.
Joliet

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Dolton Aluminum
14201 Cottage Grove
Dolton

Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.

Ford Motor
1000 E. Lincoln Hwy.
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.

Good Samaritan Hospital
3815 Highland Ave.
Downers Grove

Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass
1131 Arnold
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kropp Forge
S. 54th Ave.
Cicero

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Lutheran General Hospital
1775 Dempster
Park Ridge

Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.

Peltier Glass
518 De Leon St.
Ottawa

Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.

Rohm & Haas
300 State St.
Chicago Heights

Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m³. Complete.

St. Andrews Nursing Home
7000 N. Newark
Niles

Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m³. Complete.

Silbrico
6300 River Road
Hodgkins

Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m³. Complete.

Customer Responsiveness Report - Attorney General
For the Week Ended 12/03/00

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	10,871	12,884	132,385	156,140
Orders Scheduled				
Visual Inspection	4,622	3,930	28,820	37,372
Instrument Inspection	2,442	5,314	70,304	78,060
Average Days Between Call & Scheduled Order	5	5	6	5
Percent Completed On Scheduled Date	98.3%	98.5%	98.9%	98.8%
Field Inspections Can't Get In (CGI):				
Inspection Attempted	8,788	13,310	162,788	184,886
Inbound Calls from CGI	4,376	7,199	71,666	83,241
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	96.8%	98.1%	96.8%	96.9%
Mercury Clean-Up:				
Positive Mercury	250	156	506	912
Average Days Between Positive Mercury & Cleaning Starts	5	2	4	4
Average Days Between Nicor Cleaned & IDPH Letter	20	21	20	20

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 12/24/00

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
No Mercury Visible	177	93	2,002	2,272
Can't Get In	1,543	3,012	44,796	49,351
Instrument Inspection:				
Instrument Clear	6,427	9,486	103,342	119,255
Instrument Positive	254	169	571	994
Can't Get In	1,005	1,592	25,794	28,391
Mercury Clean-Up:				
Not Scheduled	8	5	36	49
Scheduled	5	5	30	40
In Progress	22	9	49	80
Cleaned	36	24	121	181
Cleaned & Clear	183	126	335	644
No Mercury Screening Needed:				
Refused Entry	98	113	2,204	2,415
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,635	5,650	82,957	94,242
Total Homes Visited	15,139	20,115	261,666	296,920
Customer Calls Answered in Call Center				175,994

* Not Yet Included

N0018892

**Customer Responsiveness Report - Attorney General
For the Week Ended 12/24/00**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	11,870	14,430	156,516	182,816
Orders Scheduled				
Visual Inspection	4,773	4,221	33,746	42,740
Instrument Inspection	2,981	6,165	84,746	93,892
Average Days Between Call & Scheduled Order	5	5	5	5
Percent Completed On Scheduled Date	98.3%	98.4%	98.8%	98.8%
Field Inspections Can't Get In (CGI):				
Inspection Attempted	9,813	14,747	184,800	209,360
Inbound Calls from CGI	5,376	8,584	93,235	107,195
Average Days Between CGI Inbound Call & Scheduled Order	5	5	5	5
Percent Completed On Scheduled Date	97.5%	98.4%	97.3%	97.4%
Mercury Clean-Up:				
Positive Mercury	254	169	571	994
Average Days Between Positive Mercury & Cleaning Starts	5	3	5	4
Average Days Between Nicor Cleaned & IDPH Letter	19	21	18	19

N0018891

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 12/17/00

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
No Mercury Visible	300	272	4,547	5,119
Can't Get In	1,678	3,295	49,540	54,513
Instrument Inspection:				
Instrument Clear	6,131	9,085	96,349	111,565
Instrument Positive	254	168	560	982
Can't Get In	1,064	1,592	23,556	26,212
Mercury Clean-Up:				
Not Scheduled	9	5	45	59
Scheduled	5	7	42	54
In Progress	26	11	60	97
Cleaned	37	23	102	162
Cleaned & Clear	177	122	311	610
No Mercury Screening Needed:				
Refused Entry	100	117	2,169	2,386
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,612	5,586	81,264	92,462
Total Homes Visited	15,139	20,115	257,985	293,239
Customer Calls Answered in Call Center				167,535

* Not Yet Included

N0018420

**Customer Responsiveness Report - Attorney General
For the Week Ended 12/17/00**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	11,565	13,954	149,216	174,735
Orders Scheduled				
Visual Inspection	4,733	4,144	32,606	41,483
Instrument Inspection	2,829	5,891	80,866	89,586
Average Days Between Call & Scheduled Order	5	5	5	5
Percent Completed On Scheduled Date	98.3%	98.4%	98.8%	98.8%
Field Inspections Can't Get In (CGI):				
Inspection Attempted	9,582	14,469	178,889	202,940
Inbound Calls from CGI	5,059	8,150	86,505	99,714
Average Days Between CGI Inbound Call & Scheduled Order	5	5	5	5
Percent Completed On Scheduled Date	97.5%	98.4%	97.3%	97.4%
Mercury Clean-Up:				
Positive Mercury	254	168	560	982
Average Days Between Positive Mercury & Cleaning Starts	4	5	4	4
Average Days Between Nicor Cleaned & IDPH Letter	20	21	19	20

N0018419

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 12/10/00

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
No Mercury Visible	505	501	7,991	8,997
Can't Get In	1,794	3,503	53,456	58,753
Instrument Inspection:				
Instrument Clear	5,760	8,689	90,732	105,181
Instrument Positive	252	165	539	956
Can't Get In	1,072	1,543	22,263	24,878
Mercury Clean-Up:				
Not Scheduled	7	4	26	37
Scheduled	8	10	54	72
In Progress	28	12	67	107
Cleaned	40	23	107	170
Cleaned & Clear	169	116	285	570
No Mercury Screening Needed:				
Refused Entry	100	115	2,196	2,411
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,656	5,599	80,650	91,905
Total Homes Visited	15,139	20,115	257,827	293,081
Customer Calls Answered in Call Center				159,997

* Not Yet Included

992
956
36
10-20

N0017856

MAYER, BROWN & PLATT

190 SOUTH LA SALLE STREET

CHICAGO, ILLINOIS 60603-3441

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312-782-0600
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312-701-7711

December 11, 2000

VIA FACSIMILE

Ms. Rebecca A. Burlingham
Senior Assistant Attorney General
Environmental Bureau
188 W. Randolph St., 20th Floor
Chicago, Illinois 60601

RE: People v. Nicor Inc., 00 CH 12962 (Cook County)

Dear Ms. Burlingham:

Enclosed are Northern Illinois Gas Company's responses to today's production requirements. The remainder of this week's production will be delivered tomorrow in light of severe weather conditions today.

First, enclosed in accordance with Paragraph 5 of the Agreed Order Supplementing the Agreed Preliminary Injunction is a status report (Bates number N0017854-N0017855) regarding Nicor inspections of non-residential customer locations.

Second, enclosed is a customer responsiveness summary (Bates number N0017857) which summarizes, by group, the number of calls received by Nicor Gas, the length of time taken to respond, the number of positive results, and the relative period for clean up and clearance.

Third, we have enclosed in accordance with Paragraph 16 of the Agreed Preliminary Injunction a progress status summary report (Bates number N0017856) which contains the information shown in Exhibit D to the Agreed Preliminary Injunction, as revised by agreement. This progress status summary report, and the status report prescribed by Paragraph 5 of the Agreed Order Supplementing the Agreed Preliminary Injunction, will be provided to Judge Biebel under separate cover.

CHICAGO BERLIN CHARLOTTE COLOGNE HOUSTON LONDON LOS ANGELES NEW YORK WASHINGTON
INDEPENDENT MEXICO CITY CORRESPONDENT: JAUREGUI, NAVARRETE, NADER Y ROJAS
INDEPENDENT PARIS CORRESPONDENT: LAMBERT & LEE

MAYER, BROWN & PLATT

Rebecca A. Burlingham
December 11, 2000
Page Two

We believe this covers the required productions under the Agreed Preliminary Injunction and the Supplemental Order as of today.

Sincerely,


John C. Berghoff, Jr.

JCB:rfb

Encl.

Industrial Site Cleanups

Calumet Steel
317 E. 11th St.
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.

Central Blacktop
6301 S. East St.
Hodgkins

Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.

Crosfield Chemical
101 Ingalls Ave.
Joliet

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Dolton Aluminum
14201 Cottage Grove
Dolton

Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.

Ford Motor
1000 E. Lincoln Hwy.
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.

Good Samaritan Hospital
3815 Highland Ave.
Downers Grove

Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass
1131 Arnold
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kropp Forge
S. 54th Ave.
Cicero

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Lutheran General Hospital
1775 Dempster
Park Ridge

Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.

Peltier Glass
518 De Leon St.
Ottawa

Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.

Rohm & Haas
300 State St.
Chicago Heights

Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m³. Complete.

Royster Clark Nitrogen
U. S. Rte. 20
East Dubuque

Inspected on 12/4/00. Visible mercury found.

N0017854

St. Andrews Nursing Home
7000 N. Newark
Niles

Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m³. Complete.

Silbrico
6300 River Road
Hodgkins

Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m³. Complete.

N0017855

**Customer Responsiveness Report - Attorney General
For the Week Ended 12/10/00**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	11,303	13,551	143,437	168,291
Orders Scheduled				
Visual Inspection	4,683	4,058	30,290	39,031
Instrument Inspection	2,700	5,704	77,958	86,362
Average Days Between Call & Scheduled Order	5	5	5	5
Percent Completed On Scheduled Date	98.3%	98.6%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
Inspection Attempted	9,242	14,109	173,805	197,156
Inbound Calls from CGI	4,780	7,803	81,224	93,807
Average Days Between CGI Inbound Call & Scheduled Order	6	5	5	5
Percent Completed On Scheduled Date	96.6%	97.6%	96.2%	96.4%
Mercury Clean-Up:				
Positive Mercury	252	165	539	956
Average Days Between Positive Mercury & Cleaning Starts	5	2	5	5
Average Days Between Nicor Cleaned & IDPH Letter	20	22	20	20

N0017857

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 12/31/00

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	1,438	2,813	41,324	45,575
Instrument Inspection:				
Instrument Clear	6,739	9,885	109,543	126,167
Instrument Positive	255	172	585	1,012
Can't Get In	946	1,444	25,278	27,668
Pending Customer Appointment**	-	-	5	5
Mercury Clean-Up:				
Not Scheduled	7	6	47	60
Scheduled	5	4	25	34
In Progress	22	7	47	76
Cleaned	38	23	114	175
Cleaned & Clear	183	132	352	667
No Mercury Screening Needed:				
Refused Entry	97	113	2,215	2,425
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,664	5,688	84,128	95,480
Total Homes Visited	15,139	20,115	263,078	298,332
Customer Calls Answered in Call Center				190,383

* Not Yet Included

** See "Pending Customer Appointments, Excluding CGI's" Schedule.

N0019044

**Customer Responsiveness Report - Attorney General
For the Week Ended 12/31/00**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	12,266	15,015	168,217	195,498
Orders Scheduled				
Visual Inspection	4,899	4,502	37,946	47,347
Instrument Inspection	3,170	6,431	90,838	100,439
Average Days Between Call & Scheduled Order	5	5	6	5
Percent Completed On Scheduled Date	98.3%	98.4%	98.8%	98.7%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	9,991	14,914	188,370	213,275
Inbound Calls from CGI	5,782	9,142	104,186	119,110
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	96.8%	97.8%	96.5%	96.6%
Impact of Attorney General Letter:				
Letters Issued	1,777	3,256	50,112	55,145
Appointments Scheduled	293	489	7,824	8,606
Appointments Completed	264	368	4,261	4,893
Completed Status				
Instrument Clear	263	363	4,204	4,830
Instrument Detect	0	3	7	10
Refused Entry	1	2	50	53
Mercury Clean-Up:				
Positive Mercury	255	172	585	1012
Average Days Between Positive Mercury & Cleaning Starts	5	3	4	4
Average Days Between Nicor Cleaned & IDPH Letter	18	21	18	19

N0019043

Industrial Site Cleanups

United Air Lines 1200 E. Algonquin Arlington Heights	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/15. Pending IEPA inspection.
Equipto Electronics 435 Woodlawn Ave. Aurora	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/27. Pending IEPA inspection.
Flexonics of Universal 300 E. Devon Ave. Bartlett	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/26. Pending IEPA inspection.
Clement Wheel Co. 5939 W. 66th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Pending IEPA inspection.
The Clorox Co. 7123 W. 65th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Pending IEPA inspection.
McKesson HBOC 520 E. North Ave. Carol Stream	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/18. Pending IEPA inspection.
Calumet Steel 317 E. 11th St. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.
Central Blacktop 6301 S. East St. Hodgkins	Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.
Crosfield Chemical 101 Ingalls Ave. Joliet	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Dolton Aluminum 14201 Cottage Grove Dolton	Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.
Ford Motor 1000 E. Lincoln Hwy. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.
Good Samaritan Hospital 3815 Highland Ave. Downers Grove	Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass
1131 Arnold
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kropp Forge
S. 54th Ave.
Cicero

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Lutheran General Hospital
1775 Dempster
Park Ridge

Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.

Peltier Glass
518 De Leon St.
Ottawa

Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.

Rohm & Haas
300 State St.
Chicago Heights

Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m³. Complete.

Royster Clark Nitrogen
U. S. Rte. 20
East Dubuque

Inspected on 12/4/00. Visible mercury found. Cleanup completed on 12/9. Complete.

St. Andrews Nursing Home
7000 N. Newark
Niles

Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m³. Complete.

Silbrico
6300 River Road
Hodgkins

Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m³. Complete.

Clausen Pickle Co.
1300 Clausen Drive
Woodstock

Inspected on 12/20/00. Identified mercury vapors above action level. Cleanup is pending.

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 01/14/01

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	1,238	2,402	32,404	36,044
Instrument Inspection:				
Instrument Clear	7,067	10,442	121,255	138,764
Instrument Positive	256	173	607	1,036
Can't Get In	768	1,192	20,024	21,984
Pending Customer Appointment	-	-	-	-
Mercury Clean-Up:				
Not Scheduled	6	2	25	33
Scheduled	2	3	14	19
In Progress	20	7	53	80
Cleaned	38	24	120	182
Cleaned & Clear	190	137	395	722
No Mercury Screening Needed:				
Refused Entry	90	113	2,203	2,406
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,720	5,793	87,218	98,731
Total Homes Visited	15,139	20,115	263,711	298,965
Customer Calls Answered in Call Center				214,800

* Not Yet Included

**Customer Responsiveness Report - Attorney General
For the Week Ended 01/14/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	12,823	15,964	186,722	215,509
Orders Scheduled				
Visual Inspection	5,045	4,725	42,997	52,767
Instrument Inspection	3,426	6,902	99,337	109,665
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.4%	98.4%	98.8%	98.8%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,105	15,180	192,717	218,002
Inbound Calls from CGI	6,348	10,076	121,126	137,550
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.0%	97.8%	96.0%	96.2%
Impact of Attorney General Letter:				
Letters Issued	2,623	4,624	70,252	77,499
Appointments Scheduled	605	1,035	16,982	18,622
Appointments Completed	672	1,088	19,144	20,904
Completed Status				
Instrument Clear	584	915	15,006	16,505
Instrument Detect	0	4	26	30
Refused Entry	7	10	178	195
Not Involved	81	159	3,934	4,174
Mercury Clean-Up:				
Positive Mercury	256	173	607	1036
Average Days Between Positive Mercury & Cleaning Starts	5	3	5	5
Average Days Between Nicor Cleaned & IDPH Letter	18	21	19	19

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 01/21/01

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	1,102	2,152	28,111	31,365
Instrument Inspection:				
Instrument Clear	7,314	10,830	128,448	146,592
Instrument Positive	258	176	616	1,050
Can't Get In	636	1,031	16,676	18,343
Mercury Clean-Up:				
Not Scheduled	5	1	21	27
Scheduled	1	2	19	22
In Progress	17	9	43	69
Cleaned	38	17	107	162
Cleaned & Clear	197	147	426	770
No Mercury Screening Needed:				
Refused Entry	88	113	2,194	2,395
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,741	5,813	87,865	99,419
Total Homes Visited	15,139	20,115	263,910	299,164
Customer Calls Answered in Call Center				222,580

* Not Yet Included

N0019982

**Customer Responsiveness Report - Attorney General
For the Week Ended 01/21/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,095	16,366	193,682	223,143
Orders Scheduled				
Visual Inspection	5,158	4,864	45,312	55,334
Instrument Inspection	3,550	7,147	103,000	113,697
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.4%	98.5%	98.9%	98.8%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,175	15,300	194,757	220,232
Inbound Calls from CGI	6,630	10,456	127,462	144,548
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	96.8%	97.7%	96.5%	96.6%
Impact of Attorney General Letter:				
Letters Issued	2,623	4,624	70,252	77,499
No Appointment Necessary	91	144	3,722	3,957
Appointments Scheduled	1,213	2,091	34,794	38,098
Appointments Completed	844	1,355	22,742	24,941
Completed Status				
Instrument Clear	824	1,296	21,636	23,756
Instrument Detect	1	7	41	49
Refused Entry	0	2	42	44
Not Involved	19	50	1,023	1,092
Mercury Clean-Up:				
Positive Mercury	258	176	616	1050
Average Days Between Positive Mercury & Cleaning Starts	5	2	5	4
Average Days Between Nicor Cleaned & IDPH Letter	17	21	19	19

N0019983

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 01/28/01

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	1,016	1,976	25,571	28,563
Instrument Inspection:				
Instrument Clear	7,452	11,077	132,282	150,811
Instrument Positive	259	176	620	1,055
Can't Get In	568	939	15,173	16,680
Mercury Clean-Up:				
Not Scheduled	5	1	20	26
Scheduled	1	-	10	11
In Progress	15	8	41	64
Cleaned	38	18	97	153
Cleaned & Clear	200	149	452	801
No Mercury Screening Needed:				
Refused Entry	87	112	2,187	2,386
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,757	5,835	88,406	99,998
Total Homes Visited	15,139	20,115	264,239	299,493
Customer Calls Answered in Call Center				225,893

* Not Yet Included

N0020054

**Customer Responsiveness Report - Attorney General
For the Week Ended 01/28/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,197	16,551	196,485	226,233
Orders Scheduled				
Visual Inspection	5,193	4,929	46,219	56,341
Instrument Inspection	3,573	7,209	103,786	114,568
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.4%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,205	15,386	196,021	221,612
Inbound Calls from CGI	6,707	10,612	129,807	147,126
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	96.6%	97.4%	96.4%	96.5%
Impact of Attorney General Letter:				
Letters Issued	2,626	4,625	70,351	77,602
No Appointment Necessary	93	154	3,899	4,146
Appointments Scheduled	1,303	2,249	36,945	40,497
Appointments Completed	1,014	1,643	27,055	29,712
Completed Status				
Instrument Clear	979	1,572	25,624	28,175
Instrument Detect	2	7	44	53
Refused Entry	0	2	50	52
Not Involved	33	62	1,337	1,432
Mercury Clean-Up:				
Positive Mercury	259	176	620	1055
Average Days Between Positive Mercury & Cleaning Starts	6	2	7	6
Average Days Between Nicor Cleaned & IDPH Letter	18	22	19	20

N0020053

Industrial Site Cleanups

United Air Lines 1200 E. Algonquin Arlington Heights	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/15. Complete.
Equipto Electronics 435 Woodlawn Ave. Aurora	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/27. Complete.
Flexonics of Universal 300 E. Devon Ave. Bartlett	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/26. Complete.
Clement Wheel Co. 5939 W. 66th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
The Clorox Co. 7123 W. 65th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
McKesson HBOC 520 E. North Ave. Carol Stream	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/18. Complete.
Calumet Steel 317 E. 11th St. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.
Central Blacktop 6301 S. East St. Hodgkins	Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.
Crosfield Chemical 101 Ingalls Ave. Joliet	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Dolton Aluminum 14201 Cottage Grove Dolton	Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.
Ford Motor 1000 E. Lincoln Hwy. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.
Good Samaritan Hospital 3815 Highland Ave. Downers Grove	Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass
1131 Arnold
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kropp Forge
S. 54th Ave.
Cicero

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Lutheran General Hospital
1775 Dempster
Park Ridge

Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.

Peltier Glass
518 De Leon St.
Ottawa

Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.

Rohm & Haas
300 State St.
Chicago Heights

Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m³. Complete.

Royster Clark Nitrogen
U. S. Rte. 20
East Dubuque

Inspected on 12/4/00. Visible mercury found. Cleanup completed on 12/9. Complete.

St. Andrews Nursing Home
7000 N. Newark
Niles

Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m³. Complete.

Silbrico
6300 River Road
Hodgkins

Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m³. Complete.

Clausen Pickle Co.
1300 Clausen Drive
Woodstock

Inspected on 12/20/00. Identified mercury vapors above action level. Cleanup completed on 1/3/01. Complete.

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 02/04/01

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	957	1,858	24,125	26,940
Instrument Inspection:				
Instrument Clear	7,537	11,224	134,724	153,485
Instrument Positive	258	177	623	1,058
Can't Get In	542	900	14,417	15,859
Mercury Clean-Up:				
Not Scheduled	5	1	22	28
Scheduled	-	1	6	7
In Progress	11	6	35	52
Cleaned	35	17	103	155
Cleaned & Clear	207	152	457	816
No Mercury Screening Needed:				
Refused Entry	84	112	2,152	2,348
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,761	5,844	88,871	100,476
Total Homes Visited	15,139	20,115	264,912	300,166
Customer Calls Answered in Call Center				227,884

* Not Yet Included

N0020658

**Customer Responsiveness Report - Attorney General
For the Week Ended 02/04/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,266	16,630	198,172	228,068
Orders Scheduled				
Visual Inspection	5,211	4,964	46,767	56,942
Instrument Inspection	3,588	7,236	104,344	115,168
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.6%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,228	15,437	196,893	222,558
Inbound Calls from CGI	6,774	10,689	131,192	148,655
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.2%	97.8%	97.0%	97.1%
Impact of Attorney General Letter:				
Letters Issued	2,627	4,625	70,370	77,622
No Appointment Necessary	96	157	3,982	4,235
Appointments Scheduled	1,359	2,327	38,234	41,920
Appointments Completed	1,094	1,793	29,263	32,150
Completed Status				
Instrument Clear	1,056	1,715	27,742	30,513
Instrument Detect	2	8	48	58
Refused Entry	0	3	39	42
Not Involved	36	67	1,434	1,537
Mercury Clean-Up:				
Positive Mercury	258	177	623	1058
Average Days Between Positive Mercury & Cleaning Starts	7	3	3	4
Average Days Between Nicor Cleaned & IDPH Letter	20	22	19	20

N0020657

Industrial Site Cleanups

United Air Lines 1200 E. Algonquin Arlington Heights	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/15. Complete.
Equipto Electronics 435 Woodlawn Ave. Aurora	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/27. Complete.
Flexonics of Universal 300 E. Devon Ave. Bartlett	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/26. Complete.
Clement Wheel Co. 5939 W. 66th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
The Clorox Co. 7123 W. 65th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
McKesson HBOC 520 E. North Ave. Carol Stream	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/18. Complete.
Calumet Steel 317 E. 11th St. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.
Central Blacktop 6301 S. East St. Hodgkins	Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.
Crosfield Chemical 101 Ingalls Ave. Joliet	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Dolton Aluminum 14201 Cottage Grove Dolton	Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.
Ford Motor 1000 E. Lincoln Hwy. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.
Good Samaritan Hospital 3815 Highland Ave. Downers Grove	Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass 1131 Arnold Chicago Heights	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.
Kropp Forge S. 54th Ave. Cicero	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Lutheran General Hospital 1775 Dempster Park Ridge	Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.
Peltier Glass 518 De León St. Ottawa	Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.
Rohm & Haas 300 State St. Chicago Heights	Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m ³ . Complete.
Royster Clark Nitrogen U. S. Rte. 20 East Dubuque	Inspected on 12/4/00. Visible mercury found. Cleanup completed on 12/9. Complete.
St. Andrews Nursing Home 7000 N. Newark Niles	Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m ³ . Complete.
Silbrico 6300 River Road Hodgkins	Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m ³ . Complete.
Clausen Pickle Co. 1300 Clausen Drive Woodstock	Inspected on 12/20/00. Identified mercury vapors above action level. Cleanup completed on 1/3/01. Complete.

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 02/11/01

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	932	1,815	23,556	26,303
Instrument Inspection:				
Instrument Clear	7,591	11,305	135,855	154,751
Instrument Positive	257	177	624	1,058
Can't Get In	522	870	14,122	15,514
Mercury Clean-Up:				
Not Scheduled	5	1	22	28
Scheduled	-	-	3	3
In Progress	10	5	32	47
Cleaned	27	17	90	134
Cleaned & Clear	215	154	477	846
No Mercury Screening Needed:				
Refused Entry	83	111	2,139	2,333
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,754	5,837	88,935	100,526
Total Homes Visited	15,139	20,115	265,231	300,485
Customer Calls Answered in Call Center				229,149

* Not Yet Included

N0021057

**Customer Responsiveness Report - Attorney General
For the Week Ended 02/11/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,303	16,697	199,351	229,351
Orders Scheduled				
Visual Inspection	5,232	5,000	47,274	57,506
Instrument Inspection	3,593	7,242	104,577	115,412
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.6%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,248	15,465	197,394	223,107
Inbound Calls from CGI	6,810	10,751	132,148	149,709
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.3%	97.8%	97.0%	97.1%
Impact of Attorney General Letter:				
Letters Issued	2,628	4,625	70,377	77,630
No Appointment Necessary	96	158	4,045	4,299
Appointments Scheduled	1,390	2,384	39,113	42,887
Appointments Completed	1,138	1,863	30,184	33,185
Completed Status				
Instrument Clear	1,101	1,791	28,659	31,551
Instrument Detect	2	8	49	59
Refused Entry	0	2	38	40
Not Involved	35	62	1,438	1,535
Mercury Clean-Up:				
Positive Mercury	257	177	624	1058
Average Days Between Positive Mercury & Cleaning Starts	8	2	3	4
Average Days Between Nicor Cleaned & IDPH Letter	22	22	21	21

N0021056

Industrial Site Cleanups

United Air Lines 1200 E. Algonquin Arlington Heights	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/15. Complete.
Equipto Electronics 435 Woodlawn Ave. Aurora	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/27. Complete.
Flexonics of Universal 300 E. Devon Ave. Bartlett	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/26. Complete.
Clement Wheel Co. 5939 W. 66th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
The Clorox Co. 7123 W. 65th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
McKesson HBOC 520 E. North Ave. Carol Stream	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/18. Complete.
Calumet Steel 317 E. 11th St. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.
Central Blacktop 6301 S. East St. Hodgkins	Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.
Crosfield Chemical 101 Ingalls Ave. Joliet	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Dolton Aluminum 14201 Cottage Grove Dolton	Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.
Ford Motor 1000 E. Lincoln Hwy. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.
Good Samaritan Hospital 3815 Highland Ave. Downers Grove	Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass
1131 Arnold
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kropp Forge
S. 54th Ave.
Cicero

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Lutheran General Hospital
1775 Dempster
Park Ridge

Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.

Peltier Glass
518 De Leon St.
Ottawa

Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.

Rohm & Haas
300 State St.
Chicago Heights

Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m³. Complete.

Royster Clark Nitrogen
U. S. Rte. 20
East Dubuque

Inspected on 12/4/00. Visible mercury found. Cleanup completed on 12/9. Complete.

St. Andrews Nursing Home
7000 N. Newark
Niles

Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m³. Complete.

Silbrico
6300 River Road
Hodgkins

Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m³. Complete.

Clausen Pickle Co.
1300 Clausen Drive
Woodstock

Inspected on 12/20/00. Identified mercury vapors above action level. Cleanup completed on 1/3/01. Complete.

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 02/18/01

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	921	1,790	23,197	25,908
Instrument Inspection:				
Instrument Clear	7,614	11,342	136,515	155,471
Instrument Positive	257	176	625	1,058
Can't Get In	509	857	13,779	15,145
Mercury Clean-Up:				
Not Scheduled	5	1	22	28
Scheduled	-	-	4	4
In Progress	8	5	28	41
Cleaned	24	13	71	108
Cleaned & Clear	220	157	500	877
No Mercury Screening Needed:				
Refused Entry	83	111	2,135	2,329
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,755	5,839	89,042	100,636
Total Homes Visited	15,139	20,115	265,293	300,547
Customer Calls Answered in Call Center				229,851

* Not Yet Included

N0021422

**Customer Responsiveness Report - Attorney General
For the Week Ended 02/18/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,330	16,744	199,965	230,039
Orders Scheduled				
Visual Inspection	5,240	5,020	47,522	57,782
Instrument Inspection	3,599	7,246	104,681	115,526
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,259	15,492	197,691	223,442
Inbound Calls from CGI	6,830	10,782	132,639	150,251
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.4%	97.8%	97.1%	97.2%
Impact of Attorney General Letter:				
Letters Issued	2,628	4,625	70,395	77,648
No Appointment Necessary	227	324	6,165	6,716
Appointments Scheduled	1,260	2,192	34,967	38,419
Appointments Completed	1,003	1,695	28,103	30,801
Completed Status				
Instrument Clear	964	1,622	26,556	29,142
Instrument Detect	2	7	48	57
Refused Entry	1	2	37	40
Not Involved	36	64	1,462	1,562
Mercury Clean-Up:				
Positive Mercury	257	176	625	1058
Average Days Between Positive Mercury & Cleaning Starts	7	2	3	4
Average Days Between Nicor Cleaned & IDPH Letter	22	22	21	22

N0021421

Industrial Site Cleanups

United Air Lines 1200 E. Algonquin Arlington Heights	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/15. Complete.
Equipto Electronics 435 Woodlawn Ave. Aurora	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/27. Complete.
Flexonics of Universal 300 E. Devon Ave. Bartlett	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/26. Complete.
Clement Wheel Co. 5939 W. 66th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
The Clorox Co. 7123 W. 65th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
McKesson HBOC 520 E. North Ave. Carol Stream	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/18. Complete.
Calumet Steel 317 E. 11th St. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.
Central Blacktop 6301 S. East St. Hodgkins	Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.
Crosfield Chemical 101 Ingalls Ave. Joliet	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Dolton Aluminum 14201 Cottage Grove Dolton	Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.
Ford Motor 1000 E. Lincoln Hwy. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.
Good Samaritan Hospital 3815 Highland Ave. Downers Grove	Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass
1131 Arnold
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kropp Forge
S. 54th Ave.
Cicero

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Lutheran General Hospital
1775 Dempster
Park Ridge

Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.

Peltier Glass
518 De Leon St.
Ottawa

Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.

Rohm & Haas
300 State St.
Chicago Heights

Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m³. Complete.

Royster Clark Nitrogen
U. S. Rte. 20
East Dubuque

Inspected on 12/4/00. Visible mercury found. Cleanup completed on 12/9. Complete.

St. Andrews Nursing Home
7000 N. Newark
Niles

Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m³. Complete.

Silbrico
6300 River Road
Hodgkins

Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m³. Complete.

Clausen Pickle Co.
1300 Clausen Drive
Woodstock

Inspected on 12/20/00. Identified mercury vapors above action level. Cleanup completed on 1/3/01. Complete.

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 02/25/01

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	909	1,770	22,905	25,584
Instrument Inspection:				
Instrument Clear	7,634	11,366	136,935	155,935
Instrument Positive	256	177	625	1,058
Can't Get In	500	843	13,567	14,910
Mercury Clean-Up:				
Not Scheduled	4	1	21	26
Scheduled	-	-	4	4
In Progress	5	5	26	36
Cleaned	27	14	64	105
Cleaned & Clear	220	157	510	887
No Mercury Screening Needed:				
Refused Entry	83	111	2,134	2,328
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,757	5,848	89,174	100,779
Total Homes Visited	15,139	20,115	265,340	300,594
Customer Calls Answered in Call Center				230,401

* Not Yet Included

N0021532

**Customer Responsiveness Report - Attorney General
For the Week Ended 02/25/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,347	16,774	200,464	230,585
Orders Scheduled				
Visual Inspection	5,259	5,042	47,979	58,280
Instrument Inspection	3,602	7,251	104,748	115,601
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,281	15,496	197,803	223,560
Inbound Calls from CGI	6,845	10,809	132,977	150,631
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.4%	97.9%	97.2%	97.2%
Impact of Attorney General Letter:				
Letters Issued	2,628	4,625	70,502	77,755
No Appointment Necessary	229	330	6,258	6,817
Appointments Scheduled	1,282	2,219	35,466	38,967
Appointments Completed	1,044	1,754	28,957	31,755
Completed Status				
Instrument Clear	1,005	1,678	27,384	30,067
Instrument Detect	2	8	49	59
Refused Entry	1	2	38	41
Not Involved	36	66	1,486	1,588
Mercury Clean-Up:				
Positive Mercury	256	177	625	1058
Average Days Between Positive Mercury & Cleaning Starts	8	2	3	4
Average Days Between Nicor Cleaned & IDPH Letter	22	22	21	22

N0021531

Industrial Site Cleanups

United Air Lines
1200 E. Algonquin
Arlington Heights

Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/15. Complete.

Equipto Electronics
435 Woodlawn Ave.
Aurora

Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/27. Complete.

Flexonics of Universal
300 E. Devon Ave.
Bartlett

Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/26. Complete.

Clement Wheel Co.
5939 W. 66th St.
Bedford Park

Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.

The Clorox Co.
7123 W. 65th St.
Bedford Park

Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.

McKesson HBOC
520 E. North Ave.
Carol Stream

Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/18. Complete.

Calumet Steel
317 E. 11th St.
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.

Central Blacktop
6301 S. East St.
Hodgkins

Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.

Crosfield Chemical
101 Ingalls Ave.
Joliet

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Dolton Aluminum
14201 Cottage Grove
Dolton

Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.

Ford Motor
1000 E. Lincoln Hwy.
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.

Good Samaritan Hospital
3815 Highland Ave.
Downers Grove

Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass
1131 Arnold
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kropp Forge
S. 54th Ave.
Cicero

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Lutheran General Hospital
1775 Dempster
Park Ridge

Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.

Peltier Glass
518 De Leon St.
Ottawa

Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.

Rohm & Haas
300 State St.
Chicago Heights

Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m³. Complete.

Royster Clark Nitrogen
U. S. Rte. 20
East Dubuque

Inspected on 12/4/00. Visible mercury found. Cleanup completed on 12/9. Complete.

St. Andrews Nursing Home
7000 N. Newark
Niles

Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m³. Complete.

Silbrico
6300 River Road
Hodgkins

Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m³. Complete.

Clausen Pickle Co.
1300 Clausen Drive
Woodstock

Inspected on 12/20/00. Identified mercury vapors above action level. Cleanup completed on 1/3/01. Complete.

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 03/04/01

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	904	1,752	22,719	25,375
Instrument Inspection:				
Instrument Clear	7,642	11,390	137,211	156,243
Instrument Positive	255	176	624	1,055
Can't Get In	496	838	13,481	14,815
Mercury Clean-Up:				
Not Scheduled	2	1	17	20
Scheduled	-	-	6	6
In Progress	4	4	25	33
Cleaned	24	13	60	97
Cleaned & Clear	225	158	516	899
No Mercury Screening Needed:				
Refused Entry	83	110	2,127	2,320
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,759	5,849	89,237	100,845
Total Homes Visited	15,139	20,115	265,399	300,653
Customer Calls Answered in Call Center				230,832

* Not Yet Included

N0021718

**Customer Responsiveness Report - Attorney General
For the Week Ended 03/04/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,365	16,798	201,008	231,171
Orders Scheduled				
Visual Inspection	5,255	5,045	47,982	58,282
Instrument Inspection	3,602	7,252	104,808	115,662
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
<i>General Statistics:</i>				
Inspection Attempted	10,263	15,499	197,910	223,672
Inbound Calls from CGI	6,856	10,825	133,325	151,006
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.5%	97.9%	97.2%	97.3%
<i>Impact of Attorney General Letter:</i>				
Letters Issued	2,628	4,625	70,531	77,784
No Appointment Necessary	229	332	6,285	6,846
Appointments Scheduled	1,278	2,222	35,460	38,960
Appointments Completed	1,026	1,740	28,663	31,429
Completed Status				
Instrument Clear	986	1,665	27,075	29,726
Instrument Detect	2	8	49	59
Refused Entry	1	1	34	36
Not Involved	37	66	1,505	1,608
Mercury Clean-Up:				
Positive Mercury	255	176	624	1055
Average Days Between Positive Mercury & Cleaning Starts	9	2	7	7
Average Days Between Nicor Cleaned & IDPH Letter	22	22	22	22

N0021717

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 03/11/01

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	897	1,744	22,620	25,261
Instrument Inspection:				
Instrument Clear	7,650	11,401	137,392	156,443
Instrument Positive	256	176	626	1,058
Can't Get In	494	833	13,380	14,707
Mercury Clean-Up:				
Not Scheduled	2	1	18	21
Scheduled	1	-	5	6
In Progress	4	4	26	34
Cleaned	24	12	53	89
Cleaned & Clear	225	159	524	908
No Mercury Screening Needed:				
Refused Entry	83	110	2,124	2,317
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,759	5,851	89,288	100,898
Total Homes Visited	15,139	20,115	265,430	300,684
Customer Calls Answered in Call Center				231,192

* Not Yet Included

N0021928

Customer Responsiveness Report - Attorney General
For the Week Ended 03/11/01

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,377	16,820	201,397	231,594
Orders Scheduled				
Visual Inspection	5,268	5,100	48,465	58,833
Instrument Inspection	3,602	7,255	104,848	115,705
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,265	15,501	197,954	223,720
Inbound Calls from CGI	6,862	10,839	133,542	151,243
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.5%	97.9%	97.2%	97.2%
Impact of Attorney General Letter:				
Letters Issued	2,628	4,625	70,562	77,815
No Appointment Necessary	229	331	6,309	6,869
Appointments Scheduled	1,284	2,248	35,791	39,323
Appointments Completed	1,035	1,752	28,832	31,619
Completed Status				
Instrument Clear	994	1,676	27,234	29,904
Instrument Detect	3	8	49	60
Refused Entry	1	1	33	35
Not Involved	37	67	1,516	1,620
Mercury Clean-Up:				
Positive Mercury	256	176	626	1058
Average Days Between Positive Mercury & Cleaning Starts	9	2	8	8
Average Days Between Nicor Cleaned & IDPH Letter	22	22	23	22

N0021927

Industrial Site Cleanups

United Air Lines 1200 E. Algonquin Arlington Heights	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/15. Complete.
Equipto Electronics 435 Woodlawn Ave. Aurora	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/27. Complete.
Flexonics of Universal 300 E. Devon Ave. Bartlett	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/26. Complete.
Clement Wheel Co. 5939 W. 66th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
The Clorox Co. 7123 W. 65th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
McKesson HBOC 520 E. North Ave. Carol Stream	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/18. Complete.
Calumet Steel 317 E. 11th St. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.
Central Blacktop 6301 S. East St. Hodgkins	Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.
Crosfield Chemical 101 Ingalls Ave. Joliet	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Dolton Aluminum 14201 Cottage Grove Dolton	Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.
Ford Motor 1000 E. Lincoln Hwy. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.
Good Samaritan Hospital 3815 Highland Ave. Downers Grove	Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass
1131 Arnold
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kropp Forge
S. 54th Ave.
Cicero

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Lutheran General Hospital
1775 Dempster
Park Ridge

Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.

Peltier Glass
518 De Leon St.
Ottawa

Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.

Rohm & Haas
300 State St.
Chicago Heights

Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m³. Complete.

Royster Clark Nitrogen
U. S. Rte. 20
East Dubuque

Inspected on 12/4/00. Visible mercury found. Cleanup completed on 12/9. Complete.

St. Andrews Nursing Home
7000 N. Newark
Niles

Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m³. Complete.

Silbrico
6300 River Road
Hodgkins

Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m³. Complete.

Clausen Pickle Co.
1300 Clausen Drive
Woodstock

Inspected on 12/20/00. Identified mercury vapors above action level. Cleanup completed on 1/3/01. Complete.

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 03/18/01

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	892	1,740	22,536	25,168
Instrument Inspection:				
Instrument Clear	7,654	11,407	137,548	156,609
Instrument Positive	256	176	627	1,059
Can't Get In	495	831	13,314	14,640
Mercury Clean-Up:				
Not Scheduled	2	1	17	20
Scheduled	1	-	3	4
In Progress	4	4	27	35
Cleaned	23	9	55	87
Cleaned & Clear	226	162	525	913
No Mercury Screening Needed:				
Refused Entry	83	110	2,122	2,315
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,759	5,851	89,299	100,909
Total Homes Visited	15,139	20,115	265,446	300,700
Customer Calls Answered in Call Center				231,487

* Not Yet Included

N0022121

**Customer Responsiveness Report - Attorney General
For the Week Ended 03/18/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,383	16,833	201,813	232,029
Orders Scheduled				
Visual Inspection	5,263	5,066	48,355	58,684
Instrument Inspection	3,601	7,255	104,896	115,752
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,266	15,501	198,003	223,770
Inbound Calls from CGI	6,869	10,844	133,785	151,498
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.5%	97.9%	97.2%	97.3%
Impact of Attorney General Letter:				
Letters Issued	2,628	4,625	70,572	77,825
No Appointment Necessary	229	332	6,315	6,876
Appointments Scheduled	1,285	2,239	35,844	39,368
Appointments Completed	1,039	1,757	28,975	31,771
Completed Status				
Instrument Clear	998	1,681	27,369	30,048
Instrument Detect	3	8	49	60
Refused Entry	1	1	33	35
Not Involved	37	67	1,524	1,628
Mercury Clean-Up:				
Positive Mercury	256	176	627	1059
Average Days Between Positive Mercury & Cleaning Starts	7	1	3	3
Average Days Between Nicor Cleaned & IDPH Letter	23	24	23	23

N0022124

Industrial Site Cleanups

United Air Lines 1200 E. Algonquin Arlington Heights	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/15. Complete.
Equipto Electronics 435 Woodlawn Ave. Aurora	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/27. Complete.
Flexonics of Universal 300 E. Devon Ave. Bartlett	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/26. Complete.
Clement Wheel Co. 5939 W. 66th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
The Clorox Co. 7123 W. 65th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
McKesson HBOC 520 E. North Ave. Carol Stream	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/18. Complete.
Calumet Steel 317 E. 11th St. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.
Central Blacktop 6301 S. East St. Hodgkins	Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.
Crosfield Chemical 101 Ingalls Ave. Joliet	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Dolton Aluminum 14201 Cottage Grove Dolton	Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.
Ford Motor 1000 E. Lincoln Hwy. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.
Good Samaritan Hospital 3815 Highland Ave. Downers Grove	Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass
1131 Arnold
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kropp Forge
S. 54th Ave.
Cicero

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Lutheran General Hospital
1775 Dempster
Park Ridge

Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.

Peltier Glass
518 De Leon St.
Ottawa

Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.

Rohm & Haas
300 State St.
Chicago Heights

Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m³. Complete.

Royster Clark Nitrogen
U. S. Rte. 20
East Dubuque

Inspected on 12/4/00. Visible mercury found. Cleanup completed on 12/9. Complete.

St. Andrews Nursing Home
7000 N. Newark
Niles

Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m³. Complete.

Silbrico
6300 River Road
Hodgkins

Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m³. Complete.

Clausen Pickle Co.
1300 Clausen Drive
Woodstock

Inspected on 12/20/00. Identified mercury vapors above action level. Cleanup completed on 1/3/01. Complete.

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 03/25/01

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	890	1,739	22,481	25,110
Instrument Inspection:				
Instrument Clear	7,656	11,408	137,601	156,665
Instrument Positive	255	177	629	1,061
Can't Get In	494	829	13,278	14,601
Mercury Clean-Up:				
Not Scheduled	2	1	16	19
Scheduled	-	-	3	3
In Progress	4	4	26	34
Cleaned	21	9	47	77
Cleaned & Clear	228	163	537	928
No Mercury Screening Needed:				
Refused Entry	83	110	2,121	2,314
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,761	5,852	89,344	100,957
Total Homes Visited	15,139	20,115	265,454	300,708
Customer Calls Answered in Call Center				231,748

* Not Yet Included

N0022331

**Customer Responsiveness Report - Attorney General
For the Week Ended 03/25/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,394	16,850	202,082	232,326
Orders Scheduled				
Visual Inspection	5,267	5,075	48,431	58,773
Instrument Inspection	3,602	7,259	104,925	115,786
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
<i>General Statistics:</i>				
Inspection Attempted	10,266	15,501	198,046	223,813
Inbound Calls from CGI	6,876	10,857	133,933	151,666
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.5%	97.9%	97.2%	97.3%
<i>Impact of Attorney General Letter:</i>				
Letters Issued	2,628	4,625	70,575	77,828
No Appointment Necessary	230	332	6,348	6,910
Appointments Scheduled	1,288	2,251	35,948	39,487
Appointments Completed	1,041	1,760	29,022	31,823
Completed Status				
Instrument Clear	1,000	1,682	27,410	30,092
Instrument Detect	3	9	49	61
Refused Entry	1	1	33	35
Not Involved	37	68	1,530	1,635
Mercury Clean-Up:				
Positive Mercury	255	177	629	1061
Average Days Between Positive Mercury & Cleaning Starts	7	1	3	3
Average Days Between Nicor Cleaned & IDPH Letter	23	24	23	23

N0022332

Industrial Site Cleanups

United Air Lines
1200 E. Algonquin
Arlington Heights

Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/15. Complete.

Equipto Electronics
435 Woodlawn Ave.
Aurora

Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/27. Complete.

Flexonics of Universal
300 E. Devon Ave.
Bartlett

Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/26. Complete.

Clement Wheel Co.
5939 W. 66th St.
Bedford Park

Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.

The Clorox Co.
7123 W. 65th St.
Bedford Park

Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.

McKesson HBOC
520 E. North Ave.
Carol Stream

Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/18. Complete.

Calumet Steel
317 E. 11th St.
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.

Central Blacktop
6301 S. East St.
Hodgkins

Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.

Crosfield Chemical
101 Ingalls Ave.
Joliet

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Dolton Aluminum
14201 Cottage Grove
Dolton

Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.

Ford Motor
1000 E. Lincoln Hwy.
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.

Good Samaritan Hospital
3815 Highland Ave.
Downers Grove

Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass 1131 Arnold Chicago Heights	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.
Kropp Forge S. 54th Ave. Cicero	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Lutheran General Hospital 1775 Dempster Park Ridge	Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.
Peltier Glass 518 De Leon St. Ottawa	Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.
Rohm & Haas 300 State St. Chicago Heights	Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m ³ . Complete.
Royster Clark Nitrogen U. S. Rte. 20 East Dubuque	Inspected on 12/4/00. Visible mercury found. Cleanup completed on 12/9. Complete.
St. Andrews Nursing Home 7000 N. Newark Niles	Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m ³ . Complete.
Silbrico 6300 River Road Hodgkins	Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m ³ . Complete.
Clausen Pickle Co. 1300 Clausen Drive Woodstock	Inspected on 12/20/00. Identified mercury vapors above action level. Cleanup completed on 1/3/01. Complete.

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 04/01/01

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	889	1,735	22,410	25,034
Instrument Inspection:				
Instrument Clear	7,660	11,416	137,756	156,832
Instrument Positive	253	175	623	1,051
Can't Get In	493	824	13,192	14,509
Mercury Clean-Up:				
Not Scheduled	1	-	12	13
Scheduled	-	-	4	4
In Progress	4	4	23	31
Cleaned	18	8	43	69
Cleaned & Clear	230	163	541	934
No Mercury Screening Needed:				
Refused Entry	83	110	2,082	2,275
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,761	5,855	89,372	100,988
Total Homes Visited	15,139	20,115	265,435	300,689
Customer Calls Answered in Call Center				232,011

* Not Yet Included

N0022463

**Customer Responsiveness Report - Attorney General
For the Week Ended 04/01/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,399	16,865	202,289	232,553
Orders Scheduled				
Visual Inspection	5,271	5,082	48,520	58,873
Instrument Inspection	3,602	7,264	105,005	115,871
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,267	15,504	198,079	223,850
Inbound Calls from CGI	6,878	10,873	134,045	151,796
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.5%	97.9%	97.2%	97.3%
Impact of Attorney General Letter:				
Letters Issued	2,628	4,625	70,577	77,830
No Appointment Necessary	230	332	6,362	6,924
Appointments Scheduled	1,292	2,263	36,091	39,646
Appointments Completed	1,042	1,767	29,141	31,950
Completed Status				
Instrument Clear	1,001	1,688	27,517	30,206
Instrument Detect	3	9	51	63
Refused Entry	1	1	34	36
Not Involved	37	69	1,539	1,645
Mercury Clean-Up:				
Positive Mercury	253	175	623	1051
Average Days Between Positive Mercury & Cleaning Starts	9	2	3	4
Average Days Between Nicor Cleaned & IDPH Letter	23	24	23	24

N0022464

Industrial Site Cleanups

United Air Lines 1200 E. Algonquin Arlington Heights	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/15. Complete.
Equipto Electronics 435 Woodlawn Ave. Aurora	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/27. Complete.
Flexonics of Universal 300 E. Devon Ave. Bartlett	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/26. Complete.
Clement Wheel Co. 5939 W. 66th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
The Clorox Co. 7123 W. 65th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
McKesson HBOC 520 E. North Ave. Carol Stream	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/18. Complete.
Calumet Steel 317 E. 11th St. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.
Central Blacktop 6301 S. East St. Hodgkins	Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.
Crosfield Chemical 101 Ingalls Ave. Joliet	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Dolton Aluminum 14201 Cottage Grove Dolton	Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.
Ford Motor 1000 E. Lincoln Hwy. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.
Good Samaritan Hospital 3815 Highland Ave. Downers Grove	Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass
1131 Arnold
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kropp Forge
S. 54th Ave.
Cicero

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Lutheran General Hospital
1775 Dempster
Park Ridge

Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.

Peltier Glass
518 De Leon St.
Ottawa

Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.

Rohm & Haas
300 State St.
Chicago Heights

Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m³. Complete.

Royster Clark Nitrogen
U. S. Rte. 20
East Dubuque

Inspected on 12/4/00. Visible mercury found. Cleanup completed on 12/9. Complete.

St. Andrews Nursing Home
7000 N. Newark
Niles

Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m³. Complete.

Silbrico
6300 River Road
Hodgkins

Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m³. Complete.

Clausen Pickle Co.
1300 Clausen Drive
Woodstock

Inspected on 12/20/00. Identified mercury vapors above action level. Cleanup completed on 1/3/01. Complete.

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 04/08/01

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	888	1,728	22,373	24,989
Instrument Inspection:				
Instrument Clear	7,662	11,422	137,821	156,905
Instrument Positive	253	175	623	1,051
Can't Get In	491	823	13,163	14,477
Mercury Clean-Up:				
Not Scheduled	1	-	12	13
Scheduled	-	-	3	3
In Progress	4	4	22	30
Cleaned	17	7	41	65
Cleaned & Clear	231	164	545	940
No Mercury Screening Needed:				
Refused Entry	83	110	2,116	2,309
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,762	5,857	89,389	101,008
Total Homes Visited	15,139	20,115	265,485	300,739
Customer Calls Answered in Call Center				232,230

* Not Yet Included

N0022546

Customer Responsiveness Report - Attorney General
For the Week Ended 04/08/01

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,411	16,883	202,495	232,789
Orders Scheduled				
Visual Inspection	5,272	5,090	48,631	58,993
Instrument Inspection	3,605	7,267	105,056	115,928
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,267	15,507	198,101	223,875
Inbound Calls from CGI	6,880	10,879	134,146	151,905
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.5%	97.9%	97.2%	97.3%
Impact of Attorney General Letter:				
Letters Issued	2,628	4,625	70,579	77,832
No Appointment Necessary	231	333	6,366	6,930
Appointments Scheduled	1,294	2,275	36,225	39,794
Appointments Completed	1,043	1,773	29,199	32,015
Completed Status				
Instrument Clear	1,002	1,692	27,567	30,261
Instrument Detect	3	9	51	63
Refused Entry	1	2	34	37
Not Involved	37	70	1,547	1,654
Mercury Clean-Up:				
Positive Mercury	253	175	623	1051
Average Days Between Positive Mercury & Cleaning Starts	9	2	3	4
Average Days Between Nicor Cleaned & IDPH Letter	23	24	23	24

N0022545

Industrial Site Cleanups

United Air Lines 1200 E. Algonquin Arlington Heights	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/15. Complete.
Equipto Electronics 435 Woodlawn Ave. Aurora	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/27. Complete.
Flexonics of Universal 300 E. Devon Ave. Bartlett	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/26. Complete.
Clement Wheel Co. 5939 W. 66th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
The Clorox Co. 7123 W. 65th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
McKesson HBOC 520 E. North Ave. Carol Stream	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/18. Complete.
Calumet Steel 317 E. 11th St. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.
Central Blacktop 6301 S. East St. Hodgkins	Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.
Crosfield Chemical 101 Ingalls Ave. Joliet	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Dolton Aluminum 14201 Cottage Grove Dolton	Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.
Ford Motor 1000 E. Lincoln Hwy. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.
Good Samaritan Hospital 3815 Highland Ave. Downers Grove	Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass
1131 Arnold
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kropp Forge
S. 54th Ave.
Cicero

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Lutheran General Hospital
1775 Dempster
Park Ridge

Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.

Peltier Glass
518 De Leon St.
Ottawa

Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.

Rohm & Haas
300 State St.
Chicago Heights

Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m³. Complete.

Royster Clark Nitrogen
U. S. Rte. 20
East Dubuque

Inspected on 12/4/00. Visible mercury found. Cleanup completed on 12/9. Complete.

St. Andrews Nursing Home
7000 N. Newark
Niles

Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m³. Complete.

Silbrico
6300 River Road
Hodgkins

Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m³. Complete.

Clausen Pickle Co.
1300 Clausen Drive
Woodstock

Inspected on 12/20/00. Identified mercury vapors above action level. Cleanup completed on 1/3/01. Complete.

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 04/15/01

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	885	1,723	22,305	24,913
Instrument Inspection:				
Instrument Clear	7,665	11,428	137,929	157,022
Instrument Positive	253	175	624	1,052
Can't Get In	491	823	13,128	14,442
Mercury Clean-Up:				
Not Scheduled	1	-	12	13
Scheduled	-	-	3	3
In Progress	4	4	23	31
Cleaned	17	7	39	63
Cleaned & Clear	231	164	547	942
No Mercury Screening Needed:				
Refused Entry	83	109	2,115	2,307
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,762	5,857	89,398	101,017
Total Homes Visited	15,139	20,115	265,499	300,753
Customer Calls Answered in Call Center				232,337

* Not Yet Included

N0022661

**Customer Responsiveness Report - Attorney General
For the Week Ended 04/15/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,421	16,891	202,747	233,059
Orders Scheduled				
Visual Inspection	5,277	5,089	48,712	59,078
Instrument Inspection	3,605	7,268	105,090	115,963
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,267	15,508	198,126	223,901
Inbound Calls from CGI	6,885	10,882	134,249	152,016
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.5%	97.9%	97.2%	97.3%
Impact of Attorney General Letter:				
Letters Issued	2,628	4,625	70,581	77,834
No Appointment Necessary	231	333	6,378	6,942
Appointments Scheduled	1,298	2,276	36,308	39,882
Appointments Completed	1,046	1,778	29,293	32,117
Completed Status				
Instrument Clear	1,005	1,698	27,655	30,358
Instrument Detect	3	9	52	64
Refused Entry	1	1	34	36
Not Involved	37	70	1,552	1,659
Mercury Clean-Up:				
Positive Mercury	253	175	624	1052
Average Days Between Positive Mercury & Cleaning Starts	9	2	3	4
Average Days Between Nicor Cleaned & IDPH Letter	23	24	23	24

N0022660

Industrial Site Cleanups

United Air Lines
1200 E. Algonquin
Arlington Heights

Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/15. Complete.

Equipto Electronics
435 Woodlawn Ave.
Aurora

Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/27. Complete.

Flexonics of Universal
300 E. Devon Ave.
Bartlett

Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/26. Complete.

Clement Wheel Co.
5939 W. 66th St.
Bedford Park

Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.

The Clorox Co.
7123 W. 65th St.
Bedford Park

Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.

McKesson HBOC
520 E. North Ave.
Carol Stream

Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/18. Complete.

Calumet Steel
317 E. 11th St.
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.

Central Blacktop
6301 S. East St.
Hodgkins

Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.

Crosfield Chemical
101 Ingalls Ave.
Joliet

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Dolton Aluminum
14201 Cottage Grove
Dolton

Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.

Ford Motor
1000 E. Lincoln Hwy.
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.

Good Samaritan Hospital
3815 Highland Ave.
Downers Grove

Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass
1131 Arnold
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kropp Forge
S. 54th Ave.
Cicero

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Lutheran General Hospital
1775 Dempster
Park Ridge

Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.

Peltier Glass
518 De Leon St.
Ottawa

Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.

Rohm & Haas
300 State St.
Chicago Heights

Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m³. Complete.

Royster Clark Nitrogen
U. S. Rte. 20
East Dubuque

Inspected on 12/4/00. Visible mercury found. Cleanup completed on 12/9. Complete.

St. Andrews Nursing Home
7000 N. Newark
Niles

Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m³. Complete.

Silbrico
6300 River Road
Hodgkins

Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m³. Complete.

Clausen Pickle Co.
1300 Clausen Drive
Woodstock

Inspected on 12/20/00. Identified mercury vapors above action level. Cleanup completed on 1/3/01. Complete.

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 04/22/01

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	885	1,721	22,278	24,884
Instrument Inspection:				
Instrument Clear	7,665	11,430	137,973	157,068
Instrument Positive	252	175	623	1,050
Can't Get In	491	823	13,112	14,426
Mercury Clean-Up:				
Not Scheduled	1	-	12	13
Scheduled	-	-	3	3
In Progress	4	4	22	30
Cleaned	16	6	39	61
Cleaned & Clear	231	165	547	943
No Mercury Screening Needed:				
Refused Entry	83	109	2,112	2,304
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,763	5,857	89,410	101,030
Total Homes Visited	15,139	20,115	265,508	300,762
Customer Calls Answered in Call Center				232,534

* Not Yet Included

N0022719

Customer Responsiveness Report - Attorney General
For the Week Ended 04/22/01

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,432	16,903	203,030	233,365
Orders Scheduled				
Visual Inspection	5,279	5,091	48,801	59,171
Instrument Inspection	3,607	7,271	105,140	116,018
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,270	15,509	198,147	223,926
Inbound Calls from CGI	6,891	10,887	134,376	152,154
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.5%	97.9%	97.2%	97.3%
Impact of Attorney General Letter:				
Letters Issued	2,628	4,625	70,581	77,834
No Appointment Necessary	231	333	6,379	6,943
Appointments Scheduled	1,301	2,280	36,416	39,997
Appointments Completed	1,046	1,780	29,336	32,162
Completed Status				
Instrument Clear	1,005	1,700	27,691	30,396
Instrument Detect	3	9	52	64
Refused Entry	1	1	33	35
Not Involved	37	70	1,560	1,667
Mercury Clean-Up:				
Positive Mercury	252	175	623	1050
Average Days Between Positive Mercury & Cleaning Starts	9	2	3	4
Average Days Between Nicor Cleaned & IDPH Letter	25	26	23	24

N0022718

Industrial Site Cleanups

United Air Lines 1200 E. Algonquin Arlington Heights	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/15. Complete.
Equipto Electronics 435 Woodlawn Ave. Aurora	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/27. Complete.
Flexonics of Universal 300 E. Devon Ave. Bartlett	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/26. Complete.
Clement Wheel Co. 5939 W. 66th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
The Clorox Co. 7123 W. 65th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
McKesson HBOC 520 E. North Ave. Carol Stream	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/18. Complete.
Calumet Steel 317 E. 11th St. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.
Central Blacktop 6301 S. East St. Hodgkins	Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.
Crosfield Chemical 101 Ingalls Ave. Joliet	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Dolton Aluminum 14201 Cottage Grove Dolton	Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.
Ford Motor 1000 E. Lincoln Hwy. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.
Good Samaritan Hospital 3815 Highland Ave. Downers Grove	Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass
1131 Arnold
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kropp Forge
S. 54th Ave.
Cicero

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Lutheran General Hospital
1775 Dempster
Park Ridge

Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.

Peltier Glass
518 De Leon St.
Ottawa

Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.

Rohm & Haas
300 State St.
Chicago Heights

Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m³. Complete.

Royster Clark Nitrogen
U. S. Rte. 20
East Dubuque

Inspected on 12/4/00. Visible mercury found. Cleanup completed on 12/9. Complete.

St. Andrews Nursing Home
7000 N. Newark
Niles

Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m³. Complete.

Silbrico
6300 River Road
Hodgkins

Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m³. Complete.

Clausen Pickle Co.
1300 Clausen Drive
Woodstock

Inspected on 12/20/00. Identified mercury vapors above action level. Cleanup completed on 1/3/01. Complete.

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 04/29/01

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	883	1,713	22,246	24,842
Instrument Inspection:				
Instrument Clear	7,668	11,437	138,014	157,119
Instrument Positive	252	176	625	1,053
Can't Get In	491	822	13,084	14,397
Mercury Clean-Up:				
Not Scheduled	1	-	13	14
Scheduled	-	-	3	3
In Progress	4	4	22	30
Cleaned	15	5	38	58
Cleaned & Clear	232	167	549	948
No Mercury Screening Needed:				
Refused Entry	82	109	2,111	2,302
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,763	5,858	89,430	101,051
Total Homes Visited	15,139	20,115	265,510	300,764
Customer Calls Answered in Call Center				232,660

* Not Yet Included

N0022880

**Customer Responsiveness Report - Attorney General
For the Week Ended 04/29/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,440	16,910	203,198	233,548
Orders Scheduled				
Visual Inspection	5,282	5,093	48,877	59,252
Instrument Inspection	3,607	7,271	105,188	116,066
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,270	15,510	198,165	223,945
Inbound Calls from CGI	6,893	10,889	134,440	152,222
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.5%	97.9%	97.2%	97.3%
Impact of Attorney General Letter:				
Letters Issued	2,628	4,625	70,582	77,835
No Appointment Necessary	232	335	6,395	6,962
Appointments Scheduled	1,303	2,282	36,495	40,080
Appointments Completed	1,047	1,788	29,374	32,209
Completed Status				
Instrument Clear	1,006	1,707	27,725	30,438
Instrument Detect	3	9	53	65
Refused Entry	1	1	33	35
Not Involved	37	71	1,563	1,671
Mercury Clean-Up:				
Positive Mercury	252	176	625	1053
Average Days Between Positive Mercury & Cleaning Starts	9	2	4	4
Average Days Between Nicor Cleaned & IDPH Letter	25	27	23	24

N0022879

Industrial Site Cleanups

United Air Lines 1200 E. Algonquin Arlington Heights	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/15. Complete.
Equipto Electronics 435 Woodlawn Ave. Aurora	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/27. Complete.
Flexonics of Universal 300 E. Devon Ave. Bartlett	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/26. Complete.
Clement Wheel Co. 5939 W. 66th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
The Clorox Co. 7123 W. 65th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
McKesson HBOC 520 E. North Ave. Carol Stream	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/18. Complete.
Calumet Steel 317 E. 11th St. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.
Central Blacktop 6301 S. East St. Hodgkins	Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.
Crosfield Chemical 101 Ingalls Ave. Joliet	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Dolton Aluminum 14201 Cottage Grove Dolton	Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.
Ford Motor 1000 E. Lincoln Hwy. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.
Good Samaritan Hospital 3815 Highland Ave. Downers Grove	Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass
1131 Arnold
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kropp Forge
S. 54th Ave.
Cicero

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Lutheran General Hospital
1775 Dempster
Park Ridge

Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.

Peltier Glass
518 De Leon St.
Ottawa

Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.

Rohm & Haas
300 State St.
Chicago Heights

Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m³. Complete.

Royster Clark Nitrogen
U. S. Rte. 20
East Dubuque

Inspected on 12/4/00. Visible mercury found. Cleanup completed on 12/9. Complete.

St. Andrews Nursing Home
7000 N. Newark
Niles

Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m³. Complete.

Silbrico
6300 River Road
Hodgkins

Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m³. Complete.

Clausen Pickle Co.
1300 Clausen Drive
Woodstock

Inspected on 12/20/00. Identified mercury vapors above action level. Cleanup completed on 1/3/01. Complete.

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 05/06/01

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	882	1,710	22,170	24,762
Instrument Inspection:				
Instrument Clear	7,673	11,441	138,144	157,258
Instrument Positive	252	176	625	1,053
Can't Get In	487	821	13,031	14,339
Mercury Clean-Up:				
Not Scheduled	1	-	12	13
Scheduled	-	-	4	4
In Progress	4	4	22	30
Cleaned	15	5	37	57
Cleaned & Clear	232	167	550	949
No Mercury Screening Needed:				
Refused Entry	82	109	2,110	2,301
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,763	5,858	89,440	101,061
Total Homes Visited	15,139	20,115	265,520	300,774
Customer Calls Answered in Call Center				232,743

* Not Yet Included

N0022894

Customer Responsiveness Report - Attorney General
For the Week Ended 05/06/01

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,447	16,926	203,389	233,762
Orders Scheduled				
Visual Inspection	5,283	5,095	48,943	59,321
Instrument Inspection	3,608	7,274	105,231	116,113
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
<i>General Statistics:</i>				
Inspection Attempted	10,270	15,510	198,185	223,965
Inbound Calls from CGI	6,897	10,895	134,497	152,289
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.5%	97.9%	97.2%	97.3%
<i>Impact of Attorney General Letter:</i>				
Letters Issued	2,628	4,625	70,583	77,836
No Appointment Necessary	232	335	6,398	6,965
Appointments Scheduled	1,305	2,286	36,569	40,160
Appointments Completed	1,052	1,792	29,500	32,344
Completed Status				
Instrument Clear	1,011	1,711	27,842	30,564
Instrument Detect	3	9	54	66
Refused Entry	1	1	33	35
Not Involved	37	71	1,571	1,671
Mercury Clean-Up:				
Positive Mercury	252	176	625	1053
Average Days Between Positive Mercury & Cleaning Starts	9	2	3	4
Average Days Between Nicor Cleaned & IDPH Letter	26	26	23	24

N0022893

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 05/13/01

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	881	1,709	22,132	24,722
Instrument Inspection:				
Instrument Clear	7,674	11,443	138,206	157,323
Instrument Positive	252	176	625	1,053
Can't Get In	487	820	13,003	14,310
Mercury Clean-Up:				
Not Scheduled	1	-	12	13
Scheduled	-	-	4	4
In Progress	4	4	22	30
Cleaned	15	5	35	55
Cleaned & Clear	232	167	552	951
No Mercury Screening Needed:				
Refused Entry	82	109	2,110	2,301
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,763	5,858	89,448	101,069
Total Homes Visited	15,139	20,115	265,524	300,778
Customer Calls Answered in Call Center				232,743

* Not Yet Included

N0022982

**Customer Responsiveness Report - Attorney General
For the Week Ended 05/13/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,456	16,942	203,642	234,040
Orders Scheduled				
Visual Inspection	5,283	5,097	48,998	59,378
Instrument Inspection	3,609	7,274	105,289	116,172
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,270	15,511	198,199	223,980
Inbound Calls from CGI	6,899	10,900	134,583	152,382
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.5%	97.9%	97.2%	97.3%
Impact of Attorney General Letter:				
Letters Issued	2,628	4,625	70,583	77,836
No Appointment Necessary	232	335	6,400	6,967
Appointments Scheduled	1,306	2,288	36,631	40,225
Appointments Completed	1,053	1,794	29,561	32,408
Completed Status				
Instrument Clear	1,012	1,713	27,898	30,623
Instrument Detect	3	9	54	66
Refused Entry	1	1	35	37
Not Involved	37	71	1,574	1,682
Mercury Clean-Up:				
Positive Mercury	252	176	625	1053
Average Days Between Positive Mercury & Cleaning Starts	9	2	3	4
Average Days Between Nicor Cleaned & IDPH Letter	26	26	23	25

N0022981

Industrial Site Cleanups

United Air Lines 1200 E. Algonquin Arlington Heights	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/15. Complete.
Equipto Electronics 435 Woodlawn Ave. Aurora	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/27. Complete.
Flexonics of Universal 300 E. Devon Ave. Bartlett	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/26. Complete.
Clement Wheel Co. 5939 W. 66th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
The Clorox Co. 7123 W. 65th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
McKesson HBOC 520 E. North Ave. Carol Stream	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/18. Complete.
Calumet Steel 317 E. 11th St. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.
Central Blacktop 6301 S. East St. Hodgkins	Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.
Crosfield Chemical 101 Ingalls Ave. Joliet	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Dolton Aluminum 14201 Cottage Grove Dolton	Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.
Ford Motor 1000 E. Lincoln Hwy. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.

Good Samaritan Hospital
3815 Highland Ave.
Downers Grove

Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass
1131 Arnold
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kropp Forge
S. 54th Ave.
Cicero

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Lutheran General Hospital
1775 Dempster
Park Ridge

Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.

Peltier Glass
518 De Leon St.
Ottawa

Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.

Rohm & Haas
300 State St.
Chicago Heights

Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m³. Complete.

Royster Clark Nitrogen
U. S. Rte. 20
East Dubuque

Inspected on 12/4/00. Visible mercury found. Cleanup completed on 12/9. Complete.

St. Andrews Nursing Home
7000 N. Newark
Niles

Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m³. Complete.

Silbrico
6300 River Road
Hodgkins

Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m³. Complete.

Clausen Pickle Co.
1300 Clausen Drive
Woodstock

Inspected on 12/20/00. Identified mercury vapors above action level. Cleanup completed on 1/3/01. Complete.

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 05/20/01

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	881	1,707	22,104	24,692
Instrument Inspection:				
Instrument Clear	7,676	11,446	138,254	157,376
Instrument Positive	251	176	624	1,051
Can't Get In	486	820	12,985	14,291
Mercury Clean-Up:				
Not Scheduled	-	-	12	12
Scheduled	-	-	4	4
In Progress	4	4	22	30
Cleaned	15	5	33	53
Cleaned & Clear	232	167	553	952
No Mercury Screening Needed:				
Refused Entry	82	108	2,110	2,300
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,763	5,858	89,456	101,077
Total Homes Visited	15,139	20,115	265,533	300,787
Customer Calls Answered in Call Center				232,790

* Not Yet Included

N0023062

Customer Responsiveness Report - Attorney General
For the Week Ended 05/20/01

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,466	16,960	203,865	234,291
Orders Scheduled				
Visual Inspection	5,284	5,099	49,056	59,439
Instrument Inspection	3,611	7,276	105,335	116,222
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,270	15,512	198,207	223,989
Inbound Calls from CGI	6,901	10,911	134,642	152,454
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.5%	97.9%	97.2%	97.3%
Impact of Attorney General Letter:				
Letters Issued	2,628	4,625	70,583	77,836
No Appointment Necessary	232	335	6,403	6,970
Appointments Scheduled	1,309	2,292	36,688	40,289
Appointments Completed	1,054	1,795	29,604	32,453
Completed Status				
Instrument Clear	1,013	1,714	27,936	30,663
Instrument Detect	3	9	54	66
Refused Entry	1	1	35	37
Not Involved	37	71	1,579	1,687
Mercury Clean-Up:				
Positive Mercury	251	176	624	1051
Average Days Between Positive Mercury & Cleaning Starts	9	2	3	4
Average Days Between Nicor Cleaned & IDPH Letter	26	27	24	25

N0023061

Industrial Site Cleanups

United Air Lines 1200 E. Algonquin Arlington Heights	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/15. Complete.
Equipto Electronics 435 Woodlawn Ave. Aurora	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/27. Complete.
Flexonics of Universal 300 E. Devon Ave. Bartlett	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/26. Complete.
Clement Wheel Co. 5939 W. 66th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
The Clorox Co. 7123 W. 65th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
McKesson HBOC 520 E. North Ave. Carol Stream	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/18. Complete.
Calumet Steel 317 E. 11th St. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.
Central Blacktop 6301 S. East St. Hodgkins	Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.
Crosfield Chemical 101 Ingalls Ave. Joliet	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Dolton Aluminum 14201 Cottage Grove Dolton	Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.
Ford Motor 1000 E. Lincoln Hwy. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.
Good Samaritan Hospital 3815 Highland Ave. Downers Grove	Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass 1131 Arnold Chicago Heights	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.
Kropp Forge S. 54th Ave. Cicero	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Lutheran General Hospital 1775 Dempster Park Ridge	Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.
Peltier Glass 518 De Leon St. Ottawa	Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.
Rohm & Haas 300 State St. Chicago Heights	Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m ³ . Complete.
Royster Clark Nitrogen U. S. Rte. 20 East Dubuque	Inspected on 12/4/00. Visible mercury found. Cleanup completed on 12/9. Complete.
St. Andrews Nursing Home 7000 N. Newark Niles	Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m ³ . Complete.
Silbrico 6300 River Road Hodgkins	Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m ³ . Complete.
Clausen Pickle Co. 1300 Clausen Drive Woodstock	Inspected on 12/20/00. Identified mercury vapors above action level. Cleanup completed on 1/3/01. Complete.

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 06/03/2001

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	880	1,706	22,067	24,653
Instrument Inspection:				
Instrument Clear	7,677	11,447	138,321	157,445
Instrument Positive	251	176	624	1,051
Can't Get In	486	818	12,957	14,261
Mercury Clean-Up:				
Not Scheduled	-	-	12	12
Scheduled	-	-	3	3
In Progress	4	4	22	30
Cleaned	15	4	34	53
Cleaned & Clear	232	168	553	953
No Mercury Screening Needed:				
Refused Entry	82	108	2,111	2,301
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,763	5,860	89,464	101,087
Total Homes Visited	15,139	20,115	265,544	300,798
¹ Customer Calls Answered in Call Center				232,856

* Not Yet Included

¹ Call Center Mercury Que closed on May 29, 2001.

N0023195

**Customer Responsiveness Report - Attorney General
For the Week Ended 06/03/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,496	16,983	204,201	234,680
Orders Scheduled				
Visual Inspection	5,286	5,101	49,145	59,532
Instrument Inspection	3,613	7,277	105,406	116,296
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,271	15,512	198,238	224,021
Inbound Calls from CGI	6,910	10,913	134,742	152,565
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.5%	97.9%	97.2%	97.3%
Impact of Attorney General Letter:				
Letters Issued	2,628	4,625	70,584	77,837
No Appointment Necessary	232	336	6,405	6,973
Appointments Scheduled	1,313	2,294	36,796	40,403
Appointments Completed	1,055	1,797	29,667	32,519
Completed Status				
Instrument Clear	1,014	1,715	27,995	30,724
Instrument Detect	3	9	54	66
Refused Entry	1	1	35	37
Not Involved	37	72	1,583	1,692
Mercury Clean-Up:				
Positive Mercury	251	176	624	1051
Average Days Between Positive Mercury & Cleaning Starts	9	2	3	4
Average Days Between Nicor Cleaned & IDPH Letter	26	28	24	25

N0023194

Industrial Site Cleanups

United Air Lines 1200 E. Algonquin Arlington Heights	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/15. Complete.
Equipto Electronics 435 Woodlawn Ave. Aurora	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/27. Complete.
Flexonics of Universal 300 E. Devon Ave. Bartlett	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/26. Complete.
Clement Wheel Co. 5939 W. 66th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
The Clorox Co. 7123 W. 65th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
McKesson HBOC 520 E. North Ave. Carol Stream	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/18. Complete.
Calumet Steel 317 E. 11th St. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.
Central Blacktop 6301 S. East St. Hodgkins	Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.
Crosfield Chemical 101 Ingalls Ave. Joliet	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Dolton Aluminum 14201 Cottage Grove Dolton	Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.
Ford Motor 1000 E. Lincoln Hwy. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.
Good Samaritan Hospital 3815 Highland Ave Downers Grove	Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass
1131 Arnold
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kropp Forge
S. 54th Ave.
Cicero

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Lutheran General Hospital
1775 Dempster
Park Ridge

Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.

Peltier Glass
518 De Leon St.
Ottawa

Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.

Rohm & Haas
300 State St.
Chicago Heights

Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m³. Complete.

Royster Clark Nitrogen
U. S. Rte. 20
East Dubuque

Inspected on 12/4/00. Visible mercury found. Cleanup completed on 12/9. Complete.

St. Andrews Nursing Home
7000 N. Newark
Niles

Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m³. Complete.

Silbrico
6300 River Road
Hodgkins

Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m³. Complete.

Clausen Pickle Co.
1300 Clausen Drive
Woodstock

Inspected on 12/20/00. Identified mercury vapors above action level. Cleanup completed on 1/3/01. Complete.

Nicor Gas**Weekly Inspection Report - Attorney General
For the Week Ended 06/17/2001**

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	878	1,704	22,028	24,610
Instrument Inspection:				
Instrument Clear	7,680	11,450	138,382	157,512
Instrument Positive	251	176	628	1,055
Can't Get In	485	817	12,936	14,238
Mercury Clean-Up:				
Not Scheduled	-	-	12	12
Scheduled	-	-	3	3
In Progress	4	4	22	30
Cleaned	15	4	35	54
Cleaned & Clear	232	168	556	956
No Mercury Screening Needed:				
Refused Entry	82	108	2,111	2,301
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,763	5,860	89,472	101,095
Total Homes Visited	15,139	20,115	265,557	300,811
¹ Customer Calls Answered in Call Center				232,856

* Not Yet Included

¹ Call Center Mercury Que closed on May 29, 2001.

N0023221

**Customer Responsiveness Report - Attorney General
For the Week Ended 06/17/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,512	16,996	204,530	235,038
Orders Scheduled				
Visual Inspection	5,289	5,102	49,214	59,605
Instrument Inspection	3,616	7,277	105,477	116,370
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,271	15,512	198,262	224,045
Inbound Calls from CGI	6,916	10,918	134,866	152,700
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.5%	97.9%	97.2%	97.3%
Impact of Attorney General Letter:				
Letters Issued	2,628	4,625	70,584	77,837
No Appointment Necessary	232	336	6,415	6,983
Appointments Scheduled	1,319	2,295	36,881	40,495
Appointments Completed	1,057	1,800	29,715	32,572
Completed Status				
Instrument Clear	1,016	1,718	28,040	30,774
Instrument Detect	3	9	56	68
Refused Entry	1	1	35	37
Not Involved	37	72	1,584	1,693
Mercury Clean-Up:				
Positive Mercury	251	176	628	1055
Average Days Between Positive Mercury & Cleaning Starts	9	2	3	4
Average Days Between Nicor Cleaned & IDPH Letter	26	28	24	25

N0023220

Industrial Site Cleanups

United Air Lines 1200 E. Algonquin Arlington Heights	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/15. Complete.
Equipto Electronics 435 Woodlawn Ave. Aurora	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/27. Complete.
Flexonics of Universal 300 E. Devon Ave. Bartlett	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/26. Complete.
Clement Wheel Co. 5939 W. 66th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
The Clorox Co. 7123 W. 65th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
McKesson HBOC 520 E. North Ave. Carol Stream	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/18. Complete.
Calumet Steel 317 E. 11th St. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.
Central Blacktop 6301 S. East St. Hodgkins	Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.
Crosfield Chemical 101 Ingalls Ave. Joliet	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Dolton Aluminum 14201 Cottage Grove Dolton	Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.
Ford Motor 1000 E. Lincoln Hwy. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.
Good Samaritan Hospital 3815 Highland Ave. Downers Grove	Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass
1131 Arnold
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kropp Forge
S. 54th Ave.
Cicero

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Lutheran General Hospital
1775 Dempster
Park Ridge

Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.

Peltier Glass
518 De Leon St.
Ottawa

Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.

Rohm & Haas
300 State St.
Chicago Heights

Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m³. Complete.

Royster Clark Nitrogen
U. S. Rte. 20
East Dubuque

Inspected on 12/4/00. Visible mercury found. Cleanup completed on 12/9. Complete.

St. Andrews Nursing Home
7000 N. Newark
Niles

Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m³. Complete.

Silbrico
6300 River Road
Hodgkins

Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m³. Complete.

Clausen Pickle Co.
1300 Clausen Drive
Woodstock

Inspected on 12/20/00. Identified mercury vapors above action level. Cleanup completed on 1/3/01. Complete.

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 07/08/2001

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	875	1,703	21,983	24,561
Instrument Inspection:				
Instrument Clear	7,685	11,453	138,449	157,587
Instrument Positive	251	176	628	1,055
Can't Get In	482	816	12,913	14,211
Mercury Clean-Up:				
Not Scheduled	-	-	12	12
Scheduled	-	-	3	3
In Progress	4	4	22	30
Cleaned	15	4	34	53
Cleaned & Clear	232	168	557	957
No Mercury Screening Needed:				
Refused Entry	82	107	2,111	2,300
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,764	5,860	89,483	101,107
Total Homes Visited	15,139	20,115	265,567	300,821
¹ Customer Calls Answered in Call Center				232,856

* Not Yet Included

¹ Call Center Mercury Que closed on May 29, 2001.

N0023312

**Customer Responsiveness Report - Attorney General
For the Week Ended 07/8/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,527	17,026	204,886	235,439
Orders Scheduled				
Visual Inspection	5,290	5,107	49,308	59,705
Instrument Inspection	3,618	7,283	105,548	116,449
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,271	15,513	198,293	224,077
Inbound Calls from CGI	6,919	10,931	134,969	152,819
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.5%	97.9%	97.2%	97.3%
Impact of Attorney General Letter:				
Letters Issued	2,628	4,625	70,585	77,838
No Appointment Necessary	232	336	6,414	6,982
Appointments Scheduled	1,321	2,304	37,001	40,626
Appointments Completed	1,063	1,802	29,785	32,650
Completed Status				
Instrument Clear	1,021	1,720	28,101	30,842
Instrument Detect	3	9	56	68
Refused Entry	1	1	35	37
Not Involved	38	72	1,593	1,703
Mercury Clean-Up:				
Positive Mercury	251	176	628	1055
Average Days Between Positive Mercury & Cleaning Starts	9	2	5	5
Average Days Between Nicor Cleaned & IDPH Letter	26	28	24	25

N0023311

Industrial Site Cleanups

United Air Lines 1200 E. Algonquin Arlington Heights	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/15. Complete.
Equipto Electronics 435 Woodlawn Ave. Aurora	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/27. Complete.
Flexonics of Universal 300 E. Devon Ave. Bartlett	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/26. Complete.
Clement Wheel Co. 5939 W. 66th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
The Clorox Co. 7123 W. 65th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
McKesson HBOC 520 E. North Ave. Carol Stream	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/18. Complete.
Calumet Steel 317 E. 11th St. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.
Central Blacktop 6301 S. East St. Hodgkins	Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.
Crosfield Chemical 101 Ingalls Ave. Joliet	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Dolton Aluminum 14201 Cottage Grove Dolton	Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.
Ford Motor 1000 E. Lincoln Hwy. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.
Good Samaritan Hospital 3815 Highland Ave. Downers Grove	Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass
1131 Arnold
Chicago Heights

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kropp Forge
S. 54th Ave.
Cicero

Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.

Lutheran General Hospital
1775 Dempster
Park Ridge

Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.

Peltier Glass
518 De Leon St.
Ottawa

Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.

Rohm & Haas
300 State St.
Chicago Heights

Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m³. Complete.

Royster Clark Nitrogen
U. S. Rte. 20
East Dubuque

Inspected on 12/4/00. Visible mercury found. Cleanup completed on 12/9. Complete.

St. Andrews Nursing Home
7000 N. Newark
Niles

Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m³. Complete.

Silbrico
6300 River Road
Hodgkins

Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m³. Complete.

Clausen Pickle Co.
1300 Clausen Drive
Woodstock

Inspected on 12/20/00. Identified mercury vapors above action level. Cleanup completed on 1/3/01. Complete.

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 07/22/2001

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	871	1,699	21,884	24,454
Instrument Inspection:				
Instrument Clear	7,691	11,456	138,579	157,726
Instrument Positive	251	176	630	1,057
Can't Get In	479	814	12,885	14,178
Mercury Clean-Up:				
Not Scheduled	-	-	12	12
Scheduled	-	-	3	3
In Progress	4	4	22	30
Cleaned	15	4	34	53
Cleaned & Clear	232	168	559	959
No Mercury Screening Needed:				
Refused Entry	82	107	2,111	2,300
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,765	5,862	89,503	101,130
Total Homes Visited	15,139	20,114	265,592	300,845
¹ Customer Calls Answered in Call Center				232,856

* Not Yet Included

¹ Call Center Mercury Que closed on May 29, 2001.

**Customer Responsiveness Report - Attorney General
For the Week Ended 07/22/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,539	17,045	205,182	235,766
Orders Scheduled				
Visual Inspection	5,290	5,107	49,345	59,742
Instrument Inspection	3,619	7,283	105,597	116,499
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,271	15,514	198,306	224,091
Inbound Calls from CGI	6,923	10,935	135,062	152,920
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.5%	9.8%	97.2%	97.3%
Impact of Attorney General Letter:				
Letters Issued	2,628	4,625	70,589	77,842
No Appointment Necessary	232	336	6,414	6,982
Appointments Scheduled	1,323	2,307	37,091	40,721
Appointments Completed	1,068	1,806	29,900	32,774
Completed Status				
Instrument Clear	1,026	1,724	28,215	30,965
Instrument Detect	3	9	57	69
Refused Entry	1	1	35	37
Not Involved	38	72	1,593	1,703
Mercury Clean-Up:				
Positive Mercury	251	176	630	1057
Average Days Between Positive Mercury & Cleaning Starts	9	2	5	5
Average Days Between Nicor Cleaned & IDPH Letter	26	28	24	25

N0023392

Industrial Site Cleanups

United Air Lines 1200 E. Algonquin Arlington Heights	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/15. Complete.
Equipto Electronics 435 Woodlawn Ave. Aurora	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/27. Complete.
Flexonics of Universal 300 E. Devon Ave. Bartlett	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/26. Complete.
Clement Wheel Co. 5939 W. 66th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
The Clorox Co. 7123 W. 65th St. Bedford Park	Inspected on 12/18/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/28. Complete.
McKesson HBOC 520 E. North Ave. Carol Stream	Inspected on 12/15/00. Identified visible mercury requiring cleanup. Cleanup completed on 12/18. Complete.
Calumet Steel 317 E. 11th St. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Complete.
Central Blacktop 6301 S. East St. Hodgkins	Removed mercury manometer on 10/16/00. Elevated levels of mercury vapors were detected. Cleanup was started on 10/18 and completed on 10/19 by Heritage. Additional sealing of cracks in the floor was completed on 10/25. Complete.
Crosfield Chemical 101 Ingalls Ave. Joliet	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Dolton Aluminum 14201 Cottage Grove Dolton	Inspected on 9/13/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/15. Manometer removed. Removed visible mercury, scrubbed and vacuumed. Complete.
Ford Motor 1000 E. Lincoln Hwy. Chicago Heights	Inspected on 9/12/00. Broken manometer found. Heritage, the cleanup contractor, removed the manometer on 9/13. No visible mercury found and all mercury vapor readings were non-detect. Complete.
Good Samaritan Hospital 3815 Highland Ave. Downers Grove	Inspected on 9/11/00. Visible mercury found. Clean Harbors, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.

Kimbal Glass 1131 Arnold Chicago Heights	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Epoxy sealant applied to floor. Complete.
Kropp Forge S. 54th Ave. Cicero	Inspected on 9/12/00. Broken manometer found. Clean Harbors, the cleanup contractor, started cleanup on 9/14. Removed visible mercury, scrubbed and vacuumed. Complete.
Lutheran General Hospital 1775 Dempster Park Ridge	Inspected on 9/16/00. Visible mercury found. Superior Services, the cleanup contractor, started cleaning on 9/16. Removed visible mercury. Scrubbed, swept and sealed floor. Complete.
Peltier Glass 518 De Leon St. Ottawa	Removed mercury manometer on 11/9/00. Cleanup was started on 11/9 and completed on 11/10 by Heritage. Complete.
Rohm & Haas 300 State St. Chicago Heights	Inspected on 9/12/00. Broken manometer and visible mercury found. Clean Harbors, the cleanup contractor, started cleaning on 9/15. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .006 mg/m ³ . Complete.
Royster Clark Nitrogen U. S. Rte. 20 East Dubuque	Inspected on 12/4/00. Visible mercury found. Cleanup completed on 12/9. Complete.
St. Andrews Nursing Home 7000 N. Newark Niles	Inspected on 9/11/00. Visible mercury found. SET Environmental, the cleanup contractor, started cleanup on 9/13. Removed visible mercury, scrubbed and vacuumed. All mercury vapor readings below .010 mg/m ³ . Complete.
Silbrico 6300 River Road Hodgkins	Inspected on 9/14/00. Visible mercury found. Heritage, the cleanup contractor, started cleanup on 9/16. Removed visible mercury. All mercury vapor readings below .006 mg/m ³ . Complete.
Clausen Pickle Co. 1300 Clausen Drive Woodstock	Inspected on 12/20/00. Identified mercury vapors above action level. Cleanup completed on 1/3/01. Complete.

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 08/19/2001

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	869	1,694	21,832	24,395
Instrument Inspection:				
Instrument Clear	7,692	11,461	138,661	157,814
Instrument Positive	251	176	630	1,057
Can't Get In	480	813	12,854	14,147
Mercury Clean-Up:				
Not Scheduled	-	-	12	12
Scheduled	-	-	3	3
In Progress	4	4	20	28
Cleaned	15	4	33	52
Cleaned & Clear	232	168	562	962
No Mercury Screening Needed:				
Refused Entry	82	107	2,108	2,297
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,765	5,863	89,525	101,153
Total Homes Visited	15,139	20,114	265,610	300,863
¹ Customer Calls Answered in Call Center				232,856

* Not Yet Included

¹ Call Center Mercury Que closed on May 29, 2001.

N0023550

**Customer Responsiveness Report - Attorney General
For the Week Ended 08/19/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,574	17,088	205,768	236,430
Orders Scheduled	5,293	5,110	49,499	59,902
Visual Inspection	3,620	7,287	105,727	116,634
Instrument Inspection				
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,273	15,517	198,353	224,143
Inbound Calls from CGI	6,936	10,945	135,233	153,114
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.5%	9.79%	97.2%	97.3%
Impact of Attorney General Letter:				
Letters Issued	2,628	4,625	70,590	77,843
No Appointment Necessary	232	336	6,416	6,984
Appointments Scheduled	1,324	2,311	37,148	40,783
Appointments Completed	1,070	1,812	29,982	32,864
Completed Status				
Instrument Clear	1,027	1,727	28,269	31,023
Instrument Detect	3	9	58	70
Refused Entry	1	1	34	36
Not Involved	39	75	1,621	1,735
Mercury Clean-Up:				
Positive Mercury	251	176	630	1057
Average Days Between Positive Mercury & Cleaning Starts	9	2	5	5
Average Days Between Nicor Cleaned & IDPH Letter	26	28	24	25

N0023549

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 09/02/2001

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	868	1,694	21,799	24,361
Instrument Inspection:				
Instrument Clear	7,693	11,462	138,706	157,861
Instrument Positive	251	176	631	1,058
Can't Get In	480	813	12,856	14,149
Mercury Clean-Up:				
Not Scheduled	-	-	12	12
Scheduled	-	-	3	3
In Progress	4	4	21	29
Cleaned	15	4	32	51
Cleaned & Clear	232	168	563	963
No Mercury Screening Needed:				
Refused Entry	82	107	2,106	2,295
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,765	5,863	89,543	101,171
Total Homes Visited	15,139	20,115	265,641	300,895
¹ Customer Calls Answered in Call Center				232,856

* Not Yet Included

¹ Call Center Mercury Que closed on May 29, 2001.

N0023640

**Customer Responsiveness Report - Attorney General
For the Week Ended 09/02/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,584	17,107	206,004	236,695
Orders Scheduled				
Visual Inspection	5,294	5,110	49,526	59,930
Instrument Inspection	3,620	7,287	105,727	116,634
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,273	15,517	198,361	224,151
Inbound Calls from CGI	6,937	10,948	135,311	153,196
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.5%	97.90%	97.3%	97.3%
Impact of Attorney General Letter:				
Letters Issued	2,628	4,625	70,590	77,893
No Appointment Necessary	232	336	6,424	6,992
Appointments Scheduled	1,325	2,313	37,274	40,912
Appointments Completed	1,071	1,814	30,037	32,922
Completed Status				
Instrument Clear	1,028	1,729	28,313	31,070
Instrument Detect	3	9	59	71
Refused Entry	1	1	34	36
Not Involved	39	75	1,631	1,745
Mercury Clean-Up:				
Positive Mercury	251	176	631	1058
Average Days Between Positive Mercury & Cleaning Starts	9	2	5	5
Average Days Between Nicor Cleaned & IDPH Letter	26	28	24	25

N0023639

Nicor Gas
Weekly Inspection Report - Attorney General
For the Week Ended 09/16/2001

Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	867	1,693	21,784	24,344
Instrument Inspection:				
Instrument Clear	7,694	11,464	138,742	157,900
Instrument Positive	251	176	632	1,059
Can't Get In	480	811	12,823	14,114
Mercury Clean-Up:				
Not Scheduled	-	-	13	13
Scheduled	-	-	3	3
In Progress	4	4	20	28
Cleaned	15	4	33	52
Cleaned & Clear	232	168	563	963
No Mercury Screening Needed:				
Refused Entry	82	107	2,106	2,295
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	5,765	5,863	89,553	101,181
Total Homes Visited	15,139	20,114	265,640	300,893
¹ Customer Calls Answered in Call Center				232,856

* Not Yet Included

¹ Call Center Mercury Que closed on May 29, 2001.

N0023695

**Customer Responsiveness Report - Attorney General
For the Week Ended 09/16/01**

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,594	17,120	206,206	236,920
Orders Scheduled				
Visual Inspection	5,295	5,110	49,539	59,944
Instrument Inspection	3,620	7,289	105,794	116,703
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,273	15,517	198,367	224,157
Inbound Calls from CGI	6,941	10,955	135,364	153,260
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.5%	9.79%	97.2%	97.3%
Impact of Attorney General Letter:				
Letters Issued	2,628	4,625	70,592	77,893
No Appointment Necessary	232	336	6,426	6,994
Appointments Scheduled	1,326	2,314	37,306	40,946
Appointments Completed	1,072	1,816	30,066	32,954
Completed Status				
Instrument Clear	1,029	1,731	28,337	31,097
Instrument Detect	3	9	59	71
Refused Entry	1	1	34	36
Not Involved	39	75	1,636	1,750
Mercury Clean-Up:				
Positive Mercury	251	176	632	1059
Average Days Between Positive Mercury & Cleaning Starts	10	2	5	6
Average Days Between Nicor Cleaned & IDPH Letter	26	28	24	25

N0023694